

Rayle Lines

Member Newsletter



October 2025

The Official Newsletter of Rayle Electric Membership Corporation

John Moon becomes a Certified Loss Control Professional

Rayle EMC Safety Coordinator John Moon has completed an intensive program in electric safety and loss control. The Certified Loss Control Program is a series of workshops offered by the National Rural Electric Cooperative Association in conjunction with the National Utility Training and Safety Education Association. The program is designed to instruct participants in many areas related to electric utility industry safety.

According to the Occupational Safety and Health Administration (OSHA), nearly 4 million injuries occur annually in the workplace. One of the goals of a Certified Loss Control Professional is to help ensure a safe work environment for utility workers and the public in general. Avoiding workplace accidents avoids downtime and can ultimately lead to lower utility rates.



John Moon, left, receives his Certified Loss Control Professional certificate from General Manager Tony Griffin.

Moon is one of only a few electric utility professionals in the country who will receive this certification this year. The program requires participants to complete a rigorous series of seminars and tests, a 30-hour OSHA course and a detailed final course project.

Loss Control participants go through four weeklong sessions that are designed to challenge and educate participants in new, innovative safety techniques. Participants must also maintain their

certificate by attending courses every year in order to stay on top of changes in the industry.

Moon resides in Washington and has been with Rayle EMC for 18 years. He is married to the former Karmen Pullen. They have four children: Samuel, Hannah Grace, Charlie and Lilly.

Energy Efficiency Tip of the Month

As winter approaches, now is the time to inspect your home for air leaks around windows. Leaks reduce indoor comfort and lead to higher heating costs. If you can see daylight around the edges of a window frame or if a window rattles slightly when touched, air is likely leaking. Caulking and weatherstripping are simple, effective methods for sealing windows. These materials are available in a variety of compounds and forms, each designed for different types of surfaces. Choose the right product and apply it properly to reduce heat loss, improve comfort and lower energy bills.



Abigail Whitney attends Youth Leadership Conference

Rayle EMC, alongside other EMCs and cooperatives from across the state, proudly participated in the Georgia Cooperative Council Youth Leadership Conference, held at the Georgia FFA-FCCLA Center in Covington.

Abigail Whitney, a 10th grade Oglethorpe County High School student from Winterville, was among 40 outstanding teens selected to attend the conference, held July 7-11. The event provided an immersive opportunity to strengthen leadership skills, build lifelong connections and learn about the vital role cooperatives play in communities across Georgia.

"Today's children will be tomorrow's leaders. At Rayle EMC, we hope to help provide a much brighter future for our youth and communities by sponsoring and promoting education programs such as this youth leadership conference," says Rayle EMC Director of Member Services Richard Heard.

Throughout the week, students engaged in dynamic workshops, leadership training and interactive sessions focused on the cooperative business model. A visit to Walton EMC in Monroe and the Godfrey Dairy in Madison gave students firsthand insight into real-world cooperative operations.

Outdoor challenges such as high ropes courses and a slip-and-slide activity helped foster collaboration and team-building skills. Indoors, participants completed personality assessments, learned how to lead effectively and discovered the unique strengths of the cooperative business model.

The conference also featured presentations from a variety of cooperatives, including EMCs of Georgia, Go Energy Financial Credit Union, Pineland Telephone Cooperative and Georgia Farm Credit Associations. To put their knowledge into action, students formed their own cooperatives and presented their projects to the group on the final day.



Abigail Whitney

Andy Paul, public relations representative for Georgia EMC, said the experience leaves a lasting impact.

"The Youth Leadership Conference gives us the chance to introduce young people to the cooperative model and show how these businesses make a difference in their communities," Paul adds. "When students return home, they can recognize and appreciate how cooperatives contribute locally and nationally."

To attend, students must complete at least

their freshman year of high school, show strong leadership potential and be selected by their local cooperative.

The 2025 Cooperative Youth Conference was sponsored by the Georgia Cooperative Council. EMCs in Georgia sending students this year included Carroll EMC, Central Georgia EMC, Colquitt EMC, Diverse Power, Flint Energies, Georgia Transmission, Jackson EMC, Middle Georgia EMC, Ocmulgee EMC, Oconee EMC, Snapping Shoals EMC, Sumter EMC, Upson EMC and Walton EMC.

Additional conference information can be found at www.georgiaco-op.com.

About Rayle EMC

Rayle EMC is a member-owned electric cooperative providing reliable power services to more than 15,000 consumers across Wilkes, Lincoln, Oglethorpe, Greene, Taliaferro, Hancock, Morgan, Clarke, Madison and Oconee counties.

About the Georgia Cooperative Council

The Georgia Cooperative Council is a statewide, nonprofit association representing approximately 50 cooperatives, including those in the farm supply, finance, electric, telecommunications, cotton and dairy sectors. The Council promotes cooperative education, leadership development and collaboration across Georgia's cooperative community.

Rayle EMC services

In order to provide you—our members—the very best in service, Rayle EMC has a number of special services and payment options.

Budget Billing and Levelized Billing

In a continuing effort to provide a service to our residential members to prevent seasonal fluctuations in electric billing, Rayle EMC offers both Budget Billing and Levelized Billing to qualifying classes of members.

Both Budget Billing and Levelized Billing are initially based on your average energy use for the most recent 12 months; therefore, members who have been with Rayle EMC for at least 12 months and have a zero balance are eligible to participate in either program upon written request.



Budget Billing is a fixed amount each month, which does not vary. At the end of the year, the difference between the actual bills and the budget bill amounts will be applied to the following year's budget bill amount when it is calculated.

Levelized Billing is re-averaged each month, using the past 12 months; therefore, the amount varies each month. Accounts may be removed from Budget Billing or Levelized Billing if not paid in full by the due date of each month.

Payment of electric statements

Electric statements may be paid in several different ways:

ONLINE—Open your internet browser and navigate to our homepage at www.rayleemc.com and click on **Pay Your Bill Online**. You will then be directed to the Customer Services Portal site, where you will be prompted to type in your account number and password. The first time you log in, click **forgot password** to receive a password reset link that will be sent to your email. If you do not have an active email account on file, please contact your local office to update your account. Then simply follow the prompts to make your payment by E-check or credit card.

CREDIT CARD—Rayle EMC also accepts payments of electric statements by credit card. You may come into one of our offices in person, call us and pay over the phone or pay online. We accept VISA, MasterCard or Discover.

AUTOMATIC DRAFT—Paying by automatic draft offers several benefits. You save time, travel and postage, and you never have to worry about your bill being paid late



and being assessed a penalty. Drafts can be on your checking/savings account or your credit card.

Take advantage of this convenient method to pay monthly electric bills and eliminate those monthly trips to the Rayle EMC office. After a written request from the member, Rayle EMC will draft your bank account or credit card and continue sending a billing statement each month. Your account will be drafted each month, according to your due date.

Senior Citizens Billing Service

Rayle EMC recognizes the special needs of its older members who may be on fixed incomes and receiving retirement or Social Security checks each month. We want to make payment of electric statements for this group as convenient as possible. The Senior Citizens Billing Service places participating accounts in a special billing cycle that can make paying electric statements more convenient.

To qualify for the Senior Citizens Billing Service, a member must be 62 years of age or disabled and provide written documentation that they are receiving a Social Security or retirement check.

E-bills

Members have a choice of receiving their electric statements by email or E-bills, as they are called. The

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day after your meter is read, an E-bill is emailed to you with a link that lets you view the bill and also gives you the option of paying it electronically. This eliminates the hassle of writing and mailing checks and saves you postage.

Prepaid metering

Members now have the option to pay for electricity before it is used, then use the electricity until the credit expires. Members who have a single-phase, non-demand residential account with a service that accepts a 200-amp-rated meter are eligible.

Prepay electric service uses the same rate as post-pay service. The only additional cost to sign up for prepay is \$5 per month to cover the additional meter.

Unlike traditional post-pay accounts, prepay electric service does not require a member deposit, and prepay accounts are not penalized for disconnects and reconnects.

Outage text notifications

Rayle EMC's new outage text alert program, TextPower, provides a convenient way to stay connected during a power outage.

Receiving text notifications from Rayle EMC puts information about power outages in the palm of your hand. Using the everyday convenience of text messaging, you can quickly and easily text us to report an



outage. Once we've assessed the situation, we'll text you to let you know when your power has been restored.

To set up text alerts use your mobile phone to text RAYLE to 85700. Follow the on-screen steps and you will be registered in no time. Or you can sign up online at www.rayleemc.com or contact your local office. This program is available without charge to all consumers. Please note that standard message and data rates may apply through your carrier.

If you are interested in any of the services mentioned above and would like more information, call your nearest Rayle EMC office: Washington, (706) 678-2116; Greensboro (706) 453-2268; or Lexington, (706) 743-8107.

Rayle EMC new employee

Rayle EMC General Manager Tony Griffin announces the addition of a new employee, Jacob Guin, who will be working out of the Rayle EMC office in the Washington District.

Guin of Washington began his career with Rayle EMC on Aug. 4, 2025, as a Network Technician in the Washington District. Guin is a 2021 graduate of Washington-Wilkes Comprehensive High School and a 2025 graduate of the University of North Georgia with a Bachelor of Computer

Science degree. He is the son of Jay and Debra Guin of Washington and has two brothers, Justin Guin of Washington and Thomas Guin of Elberton. Guin and his family attend Fishing Creek Baptist Church. Before joining Rayle EMC, he worked at Olive Garden while in school. Guin says he feels fortunate to have the opportunity to be a part of Rayle EMC in his hometown. During his spare time, Guin enjoys writing PC apps to help improve daily computer life and tinkering with network gear in his home lab.



Jacob Guin