



A newsletter for the members of JEFFERSON ENERGY COOPERATIVE

Powering Through the Storm: Jefferson Energy Cooperative's Resilience After Hurricane Helene

In the aftermath of Hurricane Helene, the devastation has left a lasting mark on Jefferson Energy Cooperative (JEC) and our members. What took 87 years to build was nearly destroyed in a matter of moments.

The historical storm caused catastrophic damage, resulting in 98.7% of our 36,878 service locations experiencing outages across the 11 counties we serve. During the restoration process, crews replaced approximately 1,800 broken poles—six-plus times more than the 275 poles replaced during the 2014 ice storm. Out of our 26 substations, 25 lost power from the transmission system, more than 100 miles of



wire were replaced and countless miles of wire was reused in restoration. The situation presented a tremendous challenge, demanding the strength, resilience and commitment from our JEC team and cooperative partners (10060164-001).

Following the storm, JEC personnel were joined by more than 1,200 restoration workers from cooperatives from 18 different states across the nation, with peak staffing reaching nearly 850 additional personnel on-site at one time. This collective effort showcased the true cooperative spirit as teams united to restore what had been lost.

The task to repair, rebuild and restore became increasingly difficult as communication across our areas were halted due to broken fiber, downed cell towers and other communication issues. The surrounding communities also faced gas, water and food shortages, resulting in busy roadways, long car lines and road congestion, making it difficult to navigate to work areas.

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For 20 exhausting days, our dedicated employees worked relentlessly, and in full-scale collaboration. Restoring power after Hurricane Helene was a challenging task. The complex process began with assessing the damages in all 11 counties. Next, line crews made the areas safe for the right-of-way crews to clear the area prior to line crews repairing the system. Linemen were tasked with repairing extensive damage to our electrical distribution lines, poles, transformers and other equipment. Depending on the extent of the damage, conditions and location, each repair could take anywhere from hours to multiple days of work (10065470-001).

Our team ensured that operations continued around-the-clock to meet the overwhelming demand for total restoration. During this challenging time, our member service representatives were available 24/7, working hard to provide timely updates and reassurance to our members.

Meanwhile, our engineering team worked tirelessly to determine the safest and most effective routes for power restoration. They assessed damages, meticulously maintained our outage maps and coordinated communications with our line crews throughout the day. Their steadfast dedication was crucial in navigating the complex challenges posed by the storm.

As linemen undertook the monumental task of restoring power, our warehouse teams prepared diligently for the upcoming



ing day's work. They played an essential role in stocking trucks with necessary materials and supplies, confirming that we could consistently move forward with the restoration efforts. Each evening, when trucks returned, these employees worked late into the night to ready everything for the challenges of the next day. In addition to stocking materials, our warehouse teams refueled hundreds of

service vehicles each night, utilizing 72,344 gallons of fuel so that crews could quickly start each day (10078479-002).

Our fleet team also played a vital role, repairing more than 100 damaged vehicles during the event. This allowed our linemen to start each day without delays, further ensuring continuity in our efforts.

During this crisis, cyberthreats were a legitimate concern, as corrupt individuals often attempt to take advantage of vulnerable situations. Our IT and Cyber Services team worked relentlessly to protect our systems and safeguard member privacy, guaranteeing our operations could proceed securely.

Every member of our team, both those on the front lines and those supporting from behind the scenes, was crucial in the recovery effort. Many employees stepped up to take on responsibilities beyond their usual roles, assisting with sanitation, minor medical needs and other vital services to make sure everyone had access to necessary resources.

As we continue our efforts to mend and rebuild, we express our gratitude to our members for their patience and understanding during this unprecedented disruption. Together, we will restore not only power but also hope and resilience within our community. Jefferson Energy Cooperative is dedicated to standing strong with you as we look forward to brighter days ahead!

Merry Christmas to All

All Jefferson Energy Cooperative offices will close at noon on Monday, Dec. 23, and remain closed Tuesday, Dec. 24, and Wednesday, Dec. 25, for the Christmas holidays. We will reopen Thursday, Dec. 26, with normal business hours.



A Christmas Gift of Light

*In a town where twinkling lights shone bright,
Jefferson Energy Cooperative worked hard with delight.
As Christmas approached, they gathered with cheer,
Bringing warmth to homes, spreading joy far and near.*

*The tree sparkled with glowing delight,
Even as storms threatened that chilly night.
Knowing what needed to be done,
The workers prepared for a long run (103734-001).*

*With hard hats and gloves, they braved the cold,
Each lineman and teller showing their gold.
They loaded their trucks with tools and supplies,
Determined to fill every home with light in the skies.*

*"Let's keep spirits high," called young Tommy McGee,
"A light is a symbol of hope, you will see.
If we hurry tonight, we can make it just right,
We'll give every house warmth and bright light!"*

*Through valleys and streets, they worked tireless and true,
Completing each task with pride in all they'd do.
But one final call came from a house not so far,
A family in need, right beneath a bright star.*

*"A child waits for Saint Nick to arrive,
With no lights on their tree, we must help them survive!"
With engines roaring, they sped through the night,
To where Christmas spirit shone bright.*

*They flipped the switch, and the darkness retreated,
A glow filled the room; joy and love were repeated.
As the employees headed back home to their own,
They reflected on kindness and love that they'd shown.*

*The gift of bright light wasn't just bulbs that gleamed,
But the spirit of giving, the heart of a dream.*





CONNECT

Jefferson Energy Cooperative

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A member-owned Georgia cooperative since 1937

OFFICE HOURS

All offices: 8 a.m. to 5 p.m.
Monday through Friday

WAYNE A. GOSSAGE, JR.

President/CEO

TAMIKA LAMPKIN

Director of Cooperative Communications

For your convenience, bills can be paid anytime at the corporate headquarters, or in the Richmond, Louisville or Thomson offices.

TOLL-FREE SERVICE NUMBER

(877) 533-3377

24-hour Dispatching Daily

Published monthly and mailed to all members of Jefferson Energy Cooperative.

KEEP INFORMED AND WIN \$25

It pays to keep informed about JEC's business. Read and find your account number in "CONNECT." Call our member services department to claim your award—a \$25 credit on your bill.

WITH YOUR CORRECT PHONE NUMBER, WE CAN GET THE LIGHTS ON FASTER

During large outages, Jefferson Energy Cooperative receives thousands of calls at once. Having your correct phone number helps our Outage Call Answering System retrieve your information faster.

Please check the phone number and service address listed on your electric bill. If they are incorrect, please call 877-JEFFERSON (877-533-3377) with the correct information so we can better serve you.

Jefferson Energy Cooperative is an equal opportunity provider and employer.



Coming Up...

Student scholarships and educational advancement opportunities for our

Jefferson Energy Foundation Scholarship and Washington Youth Tour will begin in **January 2025**.



Walter Harrison Scholarship Reminder



The \$1,000 scholarship can be applied to academic expenses at any accredited two- or four-year university, college or vocational-technical institute in Georgia. Factors used for consideration include grade-point average, SAT scores, academic standing, scholastic honors and financial need.

Students who apply for the scholarship must be accepted or enrolled in an accredited undergraduate degree program in Georgia. They must also complete an application and write an autobiographical sketch with a preview of their future plans.

To apply for the Walter Harrison Scholarship during the 2024-25 school year, students should contact Jefferson Energy at (877) 533-3377, ext. 5055, email us at ssaunders@jec.coop or visit www.jec.coop. Completed applications are due by **Jan. 31, 2025**.

Customer Charge Changes

Starting Jan. 1, 2025, the monthly residential customer charge will increase by \$5, from \$30 to \$35. It's important to note that Jefferson Energy Cooperative has not raised the residential customer charge since 2018.

To help ease this change, you can sign up for eBill (only) and AutoPay to receive a monthly credit of \$2.50 on your bill.

For details on other customer charge changes, including PrePay, General Service and Unmetered Service, visit our website under member policies and service rules.

Thank you for understanding and for your continued support!