



THE LAMPLIGHTER

Official Member Newsletter of Washington EMC

November 2025

Serving members in Baldwin, Emanuel, Glascock, Hancock, Jefferson, Johnson, Laurens, Warren, Washington and Wilkinson counties

Important info regarding our Go-Live Event on Monday, November 3

On November 3, we will be launching our new SmartHub mobile app and web portal. This new system has features to help you save time and money. Our team has been working hard to get this system ready for you. It will make managing your account easier than ever.

What you need to register for SmartHub

You will need an email address and your account number, which can be found on your Washington EMC electric bill.

Mobile download

For information on how to download our free, secure SmartHub app from the Apple or Google Play stores, scan the QR Code or visit our SmartHub support page online at www.washingtonemc.com/smarthub.

How to register for SmartHub

Getting started with SmartHub is as easy as 1-2-3!

STEP 1: Register your account in SmartHub. Whether through our mobile app or web portal, you can register your account—for free—in SmartHub.

STEP 2: Activate the features you want. Now is the time to take advantage of features like Auto Pay and paperless billing to have more control over your account.

STEP 3: Manage your account anytime and from anywhere. The more features you take advantage of, the more time and money you can save!

Find instructions for how to register and activate features on our SmartHub support page online at www.washingtonemc.com/smarthub.



88th Annual Meeting of Washington EMC to be held October 28

Wendy Sellers, *President/CEO*



Washington EMC had a very eventful fall season last year. We had to reschedule our Annual Meeting because of the rebuilding efforts due to Hurricane Helene's destruction in our territory.

Normally set for the first Saturday in October, the 87th Annual Meeting was rescheduled to November. In fact, our co-op's Annual Meeting had to be rescheduled for two of the last three years because of hurricanes. When those rescheduled meetings were held as a walk-in-type meeting, attendance and participation numbers went way up.

With that success in mind, the Washington EMC Board of Directors made the decision to schedule this year's 88th Annual Meeting for Tuesday, October 28, as a walk-in-type meeting.

Our three office locations in Sandersville, Sparta and Wrightsville will be open and staffed to have Washington EMC members register and vote between 8 a.m.-4 p.m., with a brief business meeting held from 4-4:30 p.m. at our headquarters in Sandersville. Members are invited to attend. We're excited to build on the success of last year's meeting!

Washington EMC recently mailed our Annual Report to every member with all the relevant information you need to stay informed of what's happening at your co-op. If you can't find your copy, visit www.washingtonemc.com/your-cooperative/member-information to learn more.

In it, you have the recognition of our

Continued on page 20D





An electric membership corporation

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Website: www.washingtonemc.com
Wendy Sellers, President/CEO

BOARD OF DIRECTORS

Mike McDonald,
Chair, District 1

Mike Beckworth,
Vice Chair, District 6

Brenda English,
Secretary/Treasurer, District 3

Mildred W. Jackson, *District 5*

Jeff Lacksen, *District 2*

Becky Prince, *District 4*

Ken Vickers, *District 7*

SANDERSVILLE OFFICE HOURS

8 a.m. to 4:30 p.m.
Monday through Friday

PHONES

Local (478) 552-2577
Long distance (800) 552-2577

24-HOUR CALL CENTER

To report a power interruption
please call:
Local (478) 552-2577
Long distance (800) 552-2577

BRANCH LOCATIONS

12860 Broad St.
Sparta, GA 31087
Closed on Thursday

100 W. College St.
Wrightsville, GA 31096
Closed on Wednesday

Convenient bill pay options include:

DRIVE-THRU WINDOW

319 N. Smith St., Sandersville, GA 31082
Monday through Friday,
8 a.m. to 4:30 p.m.

PAY ONLINE

Visit www.washingtonemc.com
and click the "Pay Now" button
to pay your bill online.

SMARTHUB APP

Download, sign up and use the free
SmartHub app and web portal online at
www.washingtonemc.com/smarthub
starting November 3.

Veterans Day recognition

***We are proud to honor all who have served,
especially our employees.***

Washington EMC is proud to honor all local veterans by treating them to a free lunch on Tuesday, November 11, between 11 a.m.-2 p.m. at the electric co-op's headquarters on North Harris Street in Sandersville. A food truck will be in our parking lot, serving veterans and their immediate family members a complimentary meal as a small token of our appreciation for their service.



Austin Dixon (U.S. Army)



Tony Murry (U.S. Army)

ENERGY EFFICIENCY TIP OF THE MONTH

With the holiday season approaching and more time spent in the kitchen, consider ways to save energy in the heart of your home. When possible, cook meals with smaller, energy-efficient appliances, such as toaster ovens, slow cookers and air fryers. When using the range, match the size of the pan to the heating element. Keep range-top burners and reflectors clean so they reflect heat more efficiently. After your holiday meals are complete, load the dishwasher fully before starting the wash cycle.

Source: energy.gov



Happy Thanksgiving!

Washington EMC's offices will be closed Thursday, November 27, and Friday, November 28, in observance of Thanksgiving. For emergency services, please call (800)552-2577. We wish you and your family a safe and joyful holiday!





ATTENTION:

Debit and credit card Auto Pay members



Washington EMC account holders who are currently registered for Auto Pay with a debit card or credit card will be required to reregister for Auto Pay in our new SmartHub payment system starting **Monday, November 3**.



We will have information on how to register for Auto Pay on our SmartHub support page online at www.washingtonemc.com/smarthub.

Changes to due dates, Auto Pay dates and billing cycle are outlined in your Washington EMC bill.

Please note: We will have a grace period regarding late fees.

PAYMENTS DURING SYSTEM TRANSITION

Starting October 27—as we are changing to our new SmartHub payment system—some of our payment options will be *temporarily unavailable*. This includes online payments, Auto Pay and paperless billing.



NEED ASSISTANCE?

After launch day on November 3, if you have questions or issues with the registration process, you may contact Washington EMC's customer service team at (478) 552-2577.



WEB AND MOBILE INSTRUCTIONS

After launch day on November 3, we will have instructions on how to register your account and reactivate your Auto Pay settings on our SmartHub support page, which can be found online at www.washingtonemc.com/smarthub.

YOUR NEIGHBORS ARE MAKING THE SWITCH. WILL YOU?

Check your availability at
www.conexonconnect.com,
call us at (844) 542-6663
or scan our QR Code.



STREAM
EXPLORE
CONNECT



Celebrate Thanksgiving with fiber internet:

- Stream the parade.
- Video chat with loved ones.
- Shop Black Friday deals from home.
- Access online recipes with no buffering.

88th Annual Meeting, *Continued from page 20A*

employees who have reached a marquee Year of Service, based on five-year multiples. That impressive list of 10 employees has a combined total of 210 years of service. Wow! What dedication and knowledge that group delivers every day to your co-op. In the Annual Report, we also introduced you to our four new employees who have been hired since the last Annual Meeting. In addition, we shared an infographic of our Hurricane Helene restoration efforts that included a thank you to the many employees, members and organizations that



were involved in that effort. That endeavor challenged so many aspects of your co-op but made Washington EMC a stronger organization going forward.

You want to refer to page 7 of the Annual Report for the minutes from our 2024 Annual Meeting in order to approve them at this year's Annual Meeting.

Also, the following members have been nominated by the Nominating Committee to be placed on the voting ballot for the election of director to serve on the Board of Directors for a three-year term.

District 3—Brenda English (incumbent)
District 4—Becky N. Prince (incumbent)

As President and CEO, I would like to personally thank you for participating in this event, as well as being a faithful member of Washington EMC.