



The LAMPLIGHTER

Official Member Newsletter of Washington EMC

October 2025

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

SmartHub is coming!

In the last issue, we introduced you to the IT software company NISC and how they will provide Washington EMC with software that plays a big part in our engineering and operations departments, as well as provides consumer billing solutions.

As expected, the software

upgrade is progressing very smoothly. Our employees are training on every aspect of the upcoming conversion, with most of the current education and training involving internal processes our members won't necessarily see or experience, but will help us serve you best.



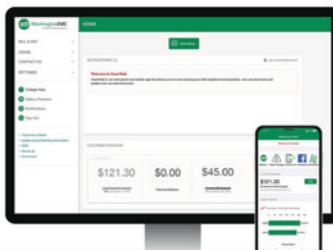
Wendy Sellers
President/CEO

How can SmartHub help you control your account?

Our SmartHub mobile app and web portal will keep you informed and will show you where to save time and money on your bills.

- **Billing and Payments:** No more waiting for your bill to arrive in the mail. Access your bill at anytime from anywhere. Save time with easy payment options to avoid late fees and service interruptions.
- **Alerts and Notifications:** Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.
- **Paperless Billing:** What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.
- **Use Monitoring:** Worrying about use or surprising bill amounts can be stressful. With access to this information, you can be in control and make decisions that can help reduce your bill.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.



A large portion of our current training involves a web-based application called SmartHub. Starting November 3, this online application will be your one-stop shop for everything concerning your account. That's the date the mobile app/web portal goes "live" and will launch for any members to set up and log into their SmartHub account.

Prior to November 3, we'll provide you with all of the necessary information to set up your account. Please refer to the graphic to help you better understand a few of the features and benefits that SmartHub has to offer and how it will help you manage your account anytime and from anywhere.

You may also visit SmartHub's webpage on the Washington EMC website at www.washingtonemc.com/member-resources/smarthub to learn more about this valuable tool.



SmartHub is coming soon!





An electric membership corporation

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Wendy Sellers, President/CEO

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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 payment window

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

Pay your bill online

www.washingtonemc.com

Use the free Washington EMC mobile app

Look for WEMC in the
App Store or Android Market.

Pay by phone

(478) 552-2577 or (800) 552-2577

SCORE BIG WITH CRAZY-FAST INTERNET

This streaming season, catch every touchdown,
tackle and replay without the buffer!

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Sign up today at
www.conexonconnect.com,
scan the QR Code or call us
at (844) 542-6663.



Community news

The Washington Electric Foundation board met July 28 and approved funding for the following organizations: Family Connections and Communities in Schools of Glascock County, Promise of Hope, Glascock County 4-H, Warren County School System, Washington County 4-H and the Boys & Girls Club of Greater Augusta-Washington County. Since the creation of the



foundation in 2006, more than \$2.1 million has been given back to the communities we serve. We are proud to be able to give back to the ones making a difference in our communities!

The next board meeting will be October 27, and the deadline for applications is September 30. For more information, visit www.washingtonemc.com/community/operation-round-up-application-info.

Four best bets to stay cyber safe

October is National Cybersecurity Awareness Month

Protecting yourself online doesn't have to be complicated or expensive. A few simple habits can dramatically reduce your risk of falling victim to cybercrime. While you can never be "hackproof," you can become resilient in the online world.

These four simple steps shared by the National Cybersecurity Alliance will help shield your personal information, protect your online accounts and keep your devices secure.

1. Use long, unique and complex passwords. Your passwords are the first line of defense between a criminal and your sensitive information. Follow these tips:

- **Every password must be long, unique and complex.** Every password should be at least 16 characters long, which significantly overwhelms password-cracking programs. Use a random mix of letters, numbers and symbols.
- **Don't reuse passwords.** Every account needs a unique password. Unfortunately, making small changes like adding numbers or switching out an S with a \$ doesn't count as a unique password.
- **Use a password manager to store and generate strong passwords.** If you're wondering how to manage so many unique, long passwords, the answer is a password manager, and there are many free, secure options. Password managers are the safest way to store your passwords. If you prefer to keep a password notebook, treat it like cash.

2. Enable multifactor authentication (MFA). Multifactor authentication (sometimes called 2FA) adds an extra security layer by requiring something more than just your password to log in. Think of it as using two locks on your digital door instead of only one. This could be a:

- **One-time code sent to your phone.**
- **Biometric scan like a fingerprint scan or FaceID.**
- **Physical security key.**

Enable MFA on your accounts, especially email, banking and social media. It's a simple way to supercharge the security on your accounts. Also, never share MFA codes with anyone, including not sharing them over the phone, through texts or via email. Only scammers will ask for MFA codes.

3. Keep software updated. Software updates don't just bring new features; they often fix security flaws that criminals exploit. It usually takes a few minutes, but updates are worth it. Here are some tips:

- **Turn on automatic updates** when possible for your devices and apps. You can usually find these options in your Settings menu.
- **Install updates promptly** for your operating systems, browsers, antivirus tools and apps.



- **Don't click "Remind Me Later"**—the security is worth it.
- **Remember your phones, smartwatches and tablets are computers**, so keep these devices updated as well.

4. Look out for phishing and scams. Phishing remains the most common online threat. Criminals send fake emails, texts or social media messages to trick you into revealing sensitive information or clicking malicious links. These messages aim to get you to click before you think by playing with your emotions. Scammers will even call you. Here's how to look out for phishing and scams:

- **Be highly skeptical of unexpected messages**, especially those urging immediate action or asking for personal details.
- **Phishing emails can light up positive emotions**—"You've won our sweepstakes!"—or negative ones—"You've been hacked!"
- **Don't click suspicious links** or download unexpected attachments.
- **Report phishing attempts to your email provider**, social media platform or IT department.
- **If you're unsure if a message is legit, ask a friend, co-worker or family member.** A second set of eyes can be invaluable in spotting scams.

The National Cybersecurity Alliance is a nonprofit on a mission to create a more secure, interconnected world. From families to Fortune 500s and every kind of organization in between, they work together to make cybersecurity easier and more accessible so that everyone can experience the benefits technology brings to our lives without worry.

Satsuma Pecan Cheese Ball

Courtesy of Georgia Grown



GEORGIA GROWN

- 16 ounces cream cheese, softened
- 1/2 cup Greek plain yogurt
- 3 tablespoons green onion, finely chopped, divided
- 2 teaspoons Satsuma zest
- 1/4 cup plus 2 tablespoons Satsuma supremes (peeled, segmented, membranes removed)
- 1 cup pecans, toasted, chopped
- Crackers, for serving

Using a hand mixer, cream the cream cheese until smooth. Add yogurt, 2 tablespoons green onion, Satsuma zest and 1/4 cup Satsuma supremes. Mix until smooth.

Line the inside of a small bowl with plastic wrap. Scrape cream cheese mixture into prepared bowl. Press mixture down and cover with plastic wrap. Refrigerate until firm.

When ready to serve, remove cheese ball and roll in chopped pecans. Place on serving dish. Garnish with remaining green onion and Satsuma supremes. Serve with crackers.

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.



TUESDAY, OCTOBER 28



Plan now to attend the 88th Annual Meeting of Washington EMC



DATE

Registration and voting will be held Tuesday, October 28, from 8 a.m. to 4 p.m., with a brief business meeting being held from 4-4:30 p.m. at the headquarters in Sandersville.

WALK-IN MEETING

Washington Electric Membership Corp. will be holding their 88th Annual Meeting of Members as a walk-in meeting. Members may walk in and vote at any of our three offices.

258 N. Harris St.
Sandersville, GA

12860 Broad St.
Sparta, GA

100 W. College St.
Wrightsville, GA



ATTENDANCE GIFT AND BILL CREDITS

Each member who participates in our walk-in Annual Meeting will receive a \$10 bill credit and attendance gift, and be entered into a drawing to be one of 25 lucky members to receive a \$100 credit on their energy bill.

GRAND PRIZE

\$500

CREDIT ON YOUR POWER BILL



ATTENDANCE GIFT: EMERGENCY FLASHLIGHT