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Staff

Stacy Chastain, General Manager
Lee Ensley, IT Technician
Lisa Hood, Billing Services Manager
Chris Hulsey, Human Resources Manager
David Lewis, IT Manager
Christy Setser, Finance Manager
Todd Taylor, Mapping and Staking Manager
Chuck Thomas, Operations Manager
Keith Thomas, Right of Way Manager
Brian Arp, Line Technician
Kirk Barker, Mechanic
Jim Callihan, Line Crew Leader
Sterling Callihan, Meter Reader
Stephanie Campbell, Senior Billing Clerk
Charlene Foster, Cashier
Stacy Galloway, Line Technician
Thomas Graham, Truck Driver
Chad Green, Line Technician
Anthony Hamby, Line Technician
Chris Harper, Line Technician
Nathan Heaton, Groundworker
Billy Henry, Line Technician
Chris Johnson, Truck Driver
Wesley Jones, Truck Driver
Joel Mann, Equipment Operator
William McClure, Line Technician
Jesse McKeral, Line Technician
Darrell Moore, Line Crew Leader
Chris Nelson, Mechanic Helper
Ricky Newberry, Warehouse Manager
Jennifer Nicholson, Cashier
Dewey Oneal, Line Technician
Michael Pack, Substation/Apparatus Tech
Rodney Patterson, Line Technician
Melissa Patton, Member Service Representative
Darren Queen, Line Technician
Buck Reece, Line Crew Leader
Susie Roberson, Account Services Representative
Angela Satterfield, Cashier
Mitzi Stewart, Cashier
Tim Towe, Chief Records and Staking Engineer

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Jesse Miller, Vice President
Hugh Rogers, Secretary-Treasurer
Scott Barker
Bill Joe Postell
Jim Quintrell
Tom Stiles

Henry Tharpe, Attorney

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Co-op Concerns

News from your community

May your holiday season be merry and bright

The holidays are a time of year that many of us eagerly anticipate. The season is marked by special foods, seasonal decorations and lots of festivities. Here in our region, we look forward to holiday events across our service area.

We cherish carrying on old family traditions and enjoy creating new ones. For me personally, I look forward to more time spent with family and friends.

However, given the hustle and bustle of the season, the holidays can also offer an opportunity to slow down and reflect. For all of us at Tri-State Electric Membership Corporation, we are grateful for you, the members of the co-op.

You see, one of our founding principles as a co-op is "Concern for Community." While our main focus is providing safe, reliable and affordable energy, we want to give back. We want to help our community thrive.

In looking back at this past year, I'm grateful that we were able to make a positive impact in the community. We are grateful for the opportunity to partner with local schools to raise awareness of the importance of electrical safety. And we continue to work closely with our local high schools, awarding young leaders with

trips to Nashville for the Youth Leadership Summit and Washington, D.C., as part of the Rural Electric Youth Tour.

There are other ways we can help the community — whether we're providing information about our programs or helping you find ways to save energy at home, we want you to know we're here to help.

Looking ahead to 2020, we hope you will share your opinions with

us. We recognize that our members have a valuable perspective, and that's why we continually seek your input. Whether through community events, our social media channels or the annual meeting, we want to hear from you. We are led by you — the members of the co-op — and we depend on your feedback.

As we prepare for next year, we look forward to the opportunity to serve you and the greater community. On behalf of the Tri-State Electric Membership Corporation family, we hope your holidays are, indeed, merry and bright!



By Stacy Chastain
*General Manager,
Tri-State Electric
Membership
Corporation*

In looking back
at this past year,
I'm grateful that
we were able to
make a positive
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This institution is an equal-opportunity provider and employer.

Operation Round Up cents turn into dollars



Operation Round Up turns members' change into dollars. Headed by a seven-member volunteer board, the foundation distributes funds raised through Operation Round Up, Tri-State EMC's philanthropic program, in which members round up their power bills to the next dollar.

The Tri-State EMC Operation Round Up Foundation has awarded a total of just over \$557,000 to local nonprofits, charities and the local school systems.

For more information on grants, visit www.tsemc.net and click on the "Operation Round Up" tab.

Recent Recipients

Community Meal
Copper Basin Elementary School
Copper Basin High School
Disabled American Veterans Chapter 28
Fannin Literacy Action Group (FLAG)
First United Methodist Church/Pastor's Discretionary Fund
Hiwassee Dam Elementary School
Hiwassee Dam High School
Rotary Club of Blue Ridge

**Tri-State EMC wishes everyone a Merry Christmas
and a Happy and Prosperous New Year!**

Tri-State EMC will be closed on the following holidays:

Tuesday, Dec. 24, 2019, Wednesday, Dec. 25, 2019

Wednesday, Jan. 1, 2020

If you experience a power outage or require emergency service
at any time, please call 706-492-3251.



Terry Arp retires after more than 42 years

Tri-State EMC Operations Manager Terry Arp has retired after more than 42 years of service with the co-operative. He began his career at Tri-State EMC on July 5, 1977, as a ground man. He held many jobs during his years at the co-op: apprentice lineman, lineman, service man, foreman and, finally, operations manager.

Terry has been married to his wife, Julie, for 36 years, and they have one daughter, Abby Lanni. Abby and her

husband, Steve, are both majors in the U.S. Army and stationed at Fort Riley, Kansas.


Terry says he plans to relax and visit friends in his retirement. He stated that it was a pleasure serving the members for the last 42 years.

Employees with whom Terry worked for years had many great things to say about him and cited his willingness to lend a helping hand.



Top left, Terry Arp (middle) with longtime friends and retirees Bob Sosebee and Ronnie Kimsey. Top right, Terry giving a final wave on his last morning to work. Left, Terry and his wife, Julie, at Terry's retirement reception. Above, Terry pictured with Julie and his daughter, Abby, in 2014.

New ways to report a power outage



*View and report outages
online or with the
TSEMC app*

Tri-State EMC now has an outage map available to all customers on our website at www.tsemc.net.

You can view where an outage exists and also see the number of customers affected.

You can report a power outage by entering your account number, phone number or meter number. You can also report an outage through our automated telephone system or by downloading our TSEMC Power-Pal App.

Updating your phone number on your account is the most important thing you can do to report a power outage. With an accurate phone number, our outage system can identify your address when you call, so you can report an outage by simply pressing 2!

You can update your account information by contacting us through our website, www.tsemc.net, by telephone at 706-492-3251 or in person at our office.

Reporting an outage at tsemc.net

- Visit tsemc.net.
- Click on “View Outage Map.”
- View outages by substation and county and report your outage.

Regular home maintenance prevents mishaps

It's easy to get excited about a home maintenance project in the spring or summer when the weather is warm and it's fun to be outdoors. In the winter, though, many homeowners let maintenance slip — even indoors.

To keep your home in good shape this winter, use this maintenance checklist.

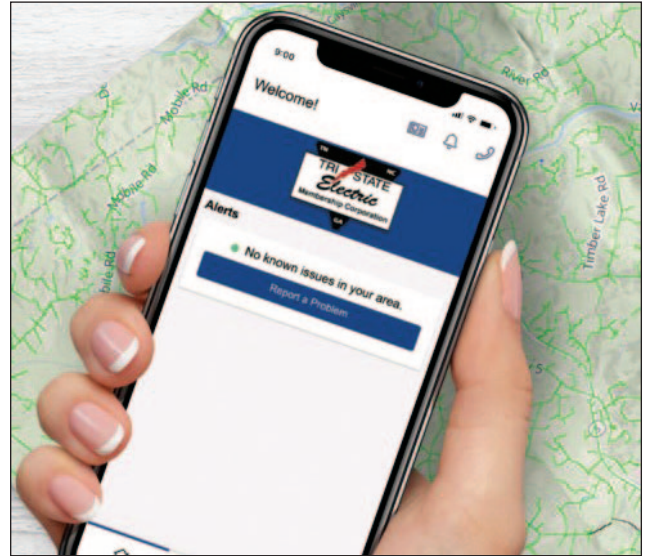
- After each snowfall, inspect gutters, downspouts and the roof for damage. Unchecked holes and tears can lead to leaks that can be more expensive to repair come spring.
- As the snow melts, check the basement for leaks and flooding. Clean it up right away. Unplug and dry out any appliances that got wet.
- Keep the refrigerator clean on the inside and out. It's no fun working with a cold appliance when it's cold outside, but regular maintenance will help the fridge operate more efficiently.
- Inspect holiday lights for damage. Put away extension cords as soon as the holidays are over; they're not meant for long-term use.
- After the cook-a-thon that is the holidays, clean the stove's exhaust hood and air filter. Overuse can cause a buildup of gunk that can prevent the appliances from operating efficiently and can also create a fire hazard.

Reporting an outage?

We work hard to ensure your power stays on 24/7, but when outages do occur, we want to make it easy for you to let us know!

With the Tri-State EMC PowerPal app, you can report a power outage with just a few taps of your fingertip, view multiple accounts and sign up to receive push notifications about power outages and restoration progress.

The outage map is shown in real-time and allows you to see where outages exist and may even provide restoration times.



TSEMC PowerPal App

- Search “Tri-State EMC” in the app store.
 - Download the app.
 - Set up a profile.
 - Click “Outages.”
- Report your problem.

Apple QR code for Power Pal App



Android QR code for Power Pal App



'Concern for Community'

Tri-State EMC is committed to the communities we serve. One of the Seven Cooperative Principles is "Concern for Community." Our employees and board are committed to the sustainable development of our community. Employees enjoy attending school events to educate students about electricity.

Tri-State EMC participates at Fannin County Head Start's Pre-K Field Day. The cooperative also gave out informational safety coloring books and hard hats along with candy. Tri-State EMC always encourages students to learn about electricity and how to stay safe around it.



Tri-State EMC is a proud sponsor of Fannin County Special Olympics



TSEMC directors Bill Joe Postell and Tom Stiles with athlete Chris Rogers

Scott Barker named to Tri-State EMC board

The Tri-State Electric Membership Corporation board of directors is pleased to announce the appointment of Scott Barker to fill the District No. 3 vacancy previously held by Mary Louise Landrum.

Barker is a native of Polk County and still resides there. He has been married to his wife, Angie, for 38 years. They have two sons: Jonathan, 25, and Jeremy, 29.

Barker is a licensed electrician. He is a member of Epworth First Baptist Church and says he enjoys spending time with his family and outdoor activities.

