

WORKING TOGETHER

while we're apart

2020
ANNUAL
REPORT



Tri-County
EMC

Electric utilities plan. That is what we inherently do. Long-range strategic plans. Disaster recovery plans. Network security incident response plans. And yes, even pandemic plans. But nothing could adequately prepare for the upheaval to “normal” brought by 2020’s unprecedented novel coronavirus. The goals and promise of January and February rapidly faded into shelter-in-place, closed offices and a drive to keep employees healthy, accounts accessible and the power flowing. It is an unfinished story, but it’s important to understand the successes our team achieved and to highlight the important non-pandemic work accomplished in this uncommon year.

“Even with added COVID related challenges, our cooperative continues to be in excellent financial shape,” said board chair Brenda P. Green. “The employees of this cooperative have worked very hard to ensure reliable service and competitive rates. Just as important, our members have embraced the safety measures we’ve put in place and done a great job of working to keep our community as safe as possible.”

In early March, cooperative employees and vendors put the final touches on an office remodeling project with the installation of two new self-service kiosks in the drive-thrus in

Gray and Eatonton. These were designed to enhance member safety by allowing around-the-clock payments without the need to get out of the car. Little did we know that within days of their installation, a shelter-in-place order would be mandated and lobbies would be closed. The new kiosks would allow for bill payment with minimal exposure. It was certainly a harbinger of things to come as cooperative employees found creative ways to provide touchless, yet quality service. Tools such as the co-op’s mobile app and website became invaluable. And in August, Tri-County announced CheckOut, a new program allowing members to make electric payments at numerous local retailers, including Dollar General, Family Dollar and CVS.

After safety, keeping the lights on is the cooperative’s highest priority. For that to happen, we needed to keep our employees healthy. As reports of COVID-19 were ramping up, line-crews were sent to shelter-at-home and called out as necessary. The remaining employees were split into two teams to maintain critical functions should employees test positive. “Masks and social distancing have become the norm at our offices, and I’m extremely proud of the job our employees have done in keeping themselves and our members safe while delivering our mission-critical tasks,” commented CEO Ray Grinberg. “As spring and summer thunderstorms rolled in, our team has excelled at balancing the tough job of outage restoration while protecting themselves and their co-workers from COVID-19.”

As the impact of shelter-in-place orders began to be felt, businesses across our service area were forced to close, causing many of their employees to lose income. Cooperative staff quickly moved to suspend disconnections for non-payment to protect members affected by the pandemic. That suspension lasted until June. “As a cooperative, we exist solely to serve our members, and helping them in this trying time was critical,” said chief financial officer Dawn Haskins.



TRI-COUNTY EMC BOARD OF DIRECTORS

“We quickly worked to create several payment options to help members make arrangements or utilize tools in our pay•your•way prepaid program, giving members up to six months to pay any remaining balances. We also understand that the financial impacts from COVID-19 are still being felt, and we continue to stand ready to help our members.”

Perhaps the largest change in 2020 was the introduction of a new right-of-way contractor, Georgia Right-of-Way (GROW), in April. About 15% of the cooperative’s controllable costs are spent on maintaining its right-of-way, and it’s one of the most important investments to increase reliability. “We’re excited to have GROW trimming our nearly three thousand miles of power lines,” commented Grinberg. “Carrying out right-of-way maintenance correctly is important for keeping the lights on. Keeping members satisfied during the right-of-way trimming process is top on our list.”

A major initiative for 2020 has been and continues to be connectivity, both for the cooperative’s internal needs and for the community. In 2019, Governor Kemp signed Senate Bill 2 giving the EMC’s statutory authority to provide internet service. Earlier this year, Tri-County commissioned a feasibility study that looked at providing fiber-to-the-home retail broadband. The cooperative’s staff and board of directors are actively working to assess the existing internet service available to our members and options for potentially entering this business. Getting high speed internet service to Tri-County facilities has also been a priority. This summer, fourteen miles of fiber was constructed, connecting two substations and the Gray headquarters.

Our employees have missed seeing you in person. Meeting member needs remotely has been challenging, but we are fortunate to have online and remote tools to help us get the job done until we can meet in person. We have provided energy efficiency advice by phone and through our online energy audit tools. We’ve also added helpful electric vehicle tools to compliment our new EV rebates. Despite working remotely, our members have given high marks for our level of service. Over the past year, our customer satisfaction scores have averaged 89, a high “B”. In May, during the midst of the pandemic, you rated our customer service an 89.7.

There are needs in our community. And now, more than ever, we are proud to be able to answer the call by providing community grants through members rounding their bill up to the next dollar in our Operation Roundup program. In the previous 9 months, we were able to award \$62,000 in Operation Roundup Grants for community service projects to benefit individuals in our service area. We’ve also made a point to support education in our community by putting unclaimed capital credits towards grants for teachers and scholarships for students. We will award \$30,000 in Bright Ideas Grants to teachers for classroom projects and \$10,000 in scholarships to local students this year.

At Tri-County EMC, we call our customers “members”. As a Tri-County EMC member, you are part owner of a not-for-profit electric membership cooperative and are entitled to capital credits. Capital credits, similar to stock dividends in a for-profit company, represent your share of ownership in the electric cooperative. If your bill is one percent of the cooperative’s total revenue, your portion of capital credits would be one percent of the co-op’s margins. In December, Tri-County EMC retired \$2.7 million in capital credits to individuals that were members during 1993-1997 via bill credit or check.

This year was one for the history books. And while many of the cooperative’s plans were altered, we are proud of how we have weathered this storm, so far. If 2020 has taught us anything, it is to prepare for the unexpected and trust in the cooperative model that has served us so well. And that’s what we will continue to do.



DAN GREENE
*District 1,
Post 1*



BRENDA P. GREEN
*Chairman
District 2,
Post 1*



SAMMY HALL
*Vice Chairman
District 3,
Post 1*



CHAP NELSON
*District 1,
Post 2*



BUCK COMER
*District 2,
Post 2*



TOMMY NOLES
*Secretary/
Treasurer
District 3,
Post 2*



CECIL PATTERSON
*District 1,
Post 3*



MIKE RAINEY
*District 2,
Post 3*



MARION NELSON
*District 3,
Post 3*

FINANCIAL SUMMARY

STATEMENT OF OPERATIONS

(for the years ended April 30)

	2020	2019
Operating Revenue and Capital	\$ 48,223,375	\$ 45,495,986
Operating Expense		
Cost of Power Purchased	24,628,205	25,569,731
Operating the Electric System	9,993,135	9,567,861
Depreciation	4,129,986	3,984,883
Interest on Loans	2,951,337	3,394,734
Total Cost of Electric Service	41,702,663	42,517,209
Non-Operating Margins	580,302	849,274
G&T Capital Credits	-	668,087
Other Capital Credits	128,541	132,071
Total Patronage Capital or Margins	\$ 7,229,555	\$ 4,628,209

BALANCE SHEET

(as of April 30)

	2020	2019
Total Utility Plant	\$ 134,059,483	\$ 130,093,803
Less Depreciation	28,893,981	7,875,281
Net Utility Plant Book Value	105,165,502	102,218,522
Investments in Associated Organizations	2,305,345	16,153,487
Non-Utility Property	241,390	252,637
Cash and Reserves	2,326,110	389,400
Owed to EMC on Account and Notes	2,592,945	1,604,974
Material in Inventory	224,833	212,213
Expenses Paid in Advance	84,636	100,829
Deferred Debits and Other Assets	268,482	506,115
Total Assets	\$ 113,209,243	\$ 121,438,177
Equities and Liabilities		
Consumer Deposits	\$ 922,630	\$ 901,980
Membership, Patronage Capital, Other Equities	38,968,863	48,284,305
Long-term Debt	66,622,993	64,258,154
Notes and Accounts Payable	4,993,263	6,279,112
Other Current and Accrued Liabilities	1,701,494	1,714,626
Total Equities and Liabilities	\$ 113,209,243	\$ 121,438,177

The financials for 2020 reflect unaudited numbers due to COVID-19 delays. An audited financial statement will be available on tricityemc.com as it becomes available. Tri-County EMC is audited by the independent accounting firm of McNair, McLemore, Middlebrooks & Co., LLC. A complete financial statement may be obtained by calling (478) 986-8108 or 1-866-254-8100, ext. 8108.

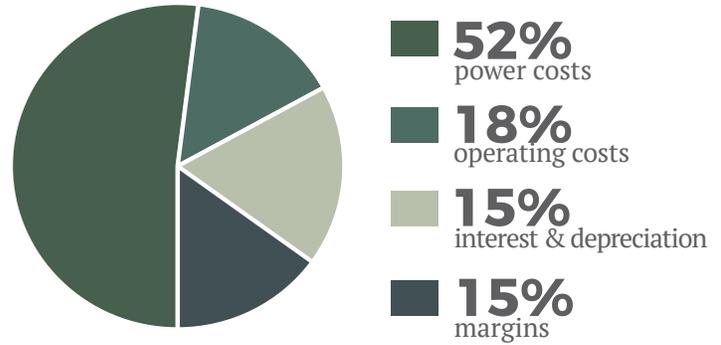
1980 - TODAY

STATISTICAL SNAPSHOT

TOTAL NUMBER OF ACCOUNTS



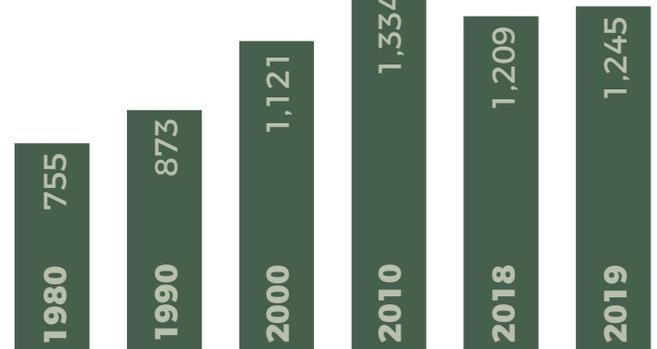
WHERE YOUR ENERGY DOLLAR GOES



AVERAGE MONTHLY RESIDENTIAL BILL



AVERAGE MONTHLY RESIDENTIAL KWH USAGE



AVERAGE MONTHLY COMMERCIAL BILL



AVERAGE MONTHLY COMMERCIAL KWH USAGE



TRI-COUNTY EMC SENIOR STAFF

Ray Grinberg | CEO
Keith Brooks | VP of Operations
Sarah Curry | HR Administrator

Dawn Haskins | Chief Financial Officer
Lee Marsh | VP of Engineering
Greg Mullis | VP of Corporate Services