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# What I'm thankful for

David Bailey, General Manager



I always enjoy November because it's a time when people stop and appreciate everything in their lives for which they are grateful. At my church, the Sundays before and after Thanksgiving often inspire people to be more open about their worship and to take a moment to appreciate our wonderful community.

Those hometown values are priceless, and they're something I'm thankful to share with my neighbors. I'm fortunate to have been born in a country where we can live our faith and our values without fear of persecution, and I'm thankful for the men and women who put their lives on the line to protect those rights.

The last couple of months have also reminded me how thankful I am to live in a caring country where people look out for each other in times of need. Hurricanes Harvey and Irma hit Texas and Florida with a fury, but people across the nation came together to help the victims.

Here in Alabama, the cooperative spirit was on full display. Cooperatives throughout the state deployed about 200 lineworkers to Florida to help restore power. At SAEC, we are committing about a quarter of our resources — including employees, construction crews, service representatives, vehicles and other equipment — to our sister cooperatives in Florida until the job is done. We know they would do the same for us.

That sense of unity can be momentarily forgotten during football season, which is why I'm thankful to see how everyone comes together to cheer on our local team at Troy University. Other rivalries like Alabama and Auburn might come between us for a little while, but at the end of the day, we can all celebrate our love of the game.

I'm also thankful for the beautiful environment we enjoy and the work we all do to look after it. Anyone who knows me knows I like to hunt, and each year I'm blessed to have the opportunity to visit the state of Illinois looking for giant bucks. Those trips aren't about making the kill. They're about sharing the great outdoors and the fellowship of friends.

SAEC has the same respect for our own environment, which is why we're proud to partner with PowerSouth, our wholesale power provider, on a number of renewable energy resources. You can learn more about those programs in this magazine and how they're making green power a reality for our members.

Finally, I'm thankful to work with a group of people who truly live to help our members. SAEC employees don't serve our membership just when they come into work. They are active in youth sports, local charities, churches and events like Relay for Life because they always want to make this area a better place to live.

This year has been a busy one at SAEC. We have introduced new products like prepay, which gives our members flexibility in paying their bill and helps them avoid late fees. The cooperative also launched its free mobile app, making it simple to track your electric usage and to establish bill reminders on the go.

Services like that don't just happen. They are built by hardworking employees dedicated to finding new ways for SAEC to help its members. It's my honor to serve as their general manager, and I hope you are as thankful for them as I am. ■

## HOLIDAY CLOSINGS

We will be closing for the holidays to allow our employees time with their families. We will continue to monitor the system, so we will be ready to respond to any outages.

**Thanksgiving: Nov. 23 & 24**  
**Christmas: Dec. 25 & 26**

# Be in the loop on outages WITH THE SAEC APP

Losing power is no fun, but South Alabama Electric Cooperative won't leave you in the dark without information about when the lights will return.

With the SAEC app, you can see where outages have been reported and track the exact locations where crews have been dispatched to restore power. Tapping the View Outage icon will take you to a map of the area with a lineman hardhat icon showing where cooperative employees are currently working to restore power.

"More and more of our members would rather find this information with their smartphone or their device than use a computer," says Danny Sanders, SAEC manager of information and technology. "With the app, you can do it in a matter of seconds."



## DOWNLOAD THE SAEC APP TODAY TO:

- » Report an outage directly to the cooperative and get the lights back on faster.
- » See how many outages there are and the number of people affected.
- » View a map of the outage area.
- » Learn if a crew is working on your outage. Just look for the lineman hat on the map!
- » Track outage and account information on the go using your online bill-pay login.

## Contact Information

### Mailing address

P.O. Box 449  
Troy, AL 36081

### Phone

334-566-2060  
800-556-2060

### Website

www.southaec.com

### Find us here:



## Payment Options

### SAEC App

Available from the App Store and Google Play

### BY MAIL

P.O. Box 449  
Troy, AL 36081

### WEBSITE

www.southaec.com

### PHONE PAYMENTS

877-566-0611, credit cards accepted

### NIGHT DEPOSITORY

Available at our Highway 231 office, day or night

### PAYMENT POINTS

Regions Bank - Troy branch  
Troy Bank and Trust - all branch locations  
1st National Bank of Brundidge and Troy  
First Citizens - Luverne branch  
Banks Buy Rite - Banks  
Country 1 Stop - Honoraville

### IN PERSON

13192 US-231, Troy, AL 36081  
Office Hours: Monday-Friday,  
8 a.m. to 5 p.m.

## Questions?

For questions concerning Capital Credits, contact: capital.credits@southaec.com

For questions concerning Billing, contact: billing@southaec.com

For questions concerning Construction, contact: construction@southaec.com