

JACKSON ELECTRIC MEMBERSHIP CORPORATION

Ensuring Compliance & Peace of Mind through SiteWatch® Total Compliance



BACKGROUND

Jackson Electric Membership Corporation (Jackson EMC) is one of the largest electric cooperatives in the United States, providing service to roughly 274,000 individual meters across 10 counties in northeast Georgia.

To maintain more than 15,000 miles of power lines and 85 substations, the co-op utilizes a substantial fleet of utility vehicles. These vehicles are distributed across four district offices, each equipped with its own dedicated fueling station to ensure the fleet is gassed up and ready to respond 24/7.

CHALLENGE

Maintaining reliable service for a quarter of a million members requires precision in fleet logistics.

Before partnering with United Pump, the co-op faced significant hurdles in managing their fueling infrastructure:

- **Fragmented Data:** Fuel system maintenance schedules, equipment issues, and data for all four stations were tracked across multiple different systems.
- **Manual Reporting:** Information had to be compiled manually in spreadsheets and organized into large binders for regulatory compliance audits.
- **Limited Capacity:** These "onerous, inefficient tasks" reduced staff capacity and limited how quickly critical information could be shared across the organization.

PROJECT SNAPSHOT

CLIENT

Jackson EMC

INDUSTRY

Electric Utility Cooperative

FLEET SIZE

4 Large Utility Fleet (4 District Stations)

SOLUTION

SITEWATCH®

JACKSON
ELECTRIC MEMBERSHIP CORPORATION™



"I don't have to lug that 20-pound binder everywhere! That's Heaven-sent."

Billie Bennett

Fleet Supervisor

JACKSON ELECTRIC MEMBERSHIP CORPORATION

SOLUTION

In August 2025, Jackson EMC transitioned to United Pump's SiteWatch® service to automate their fuel system management and compliance audit processes.

By leveraging this digital platform, the co-op moved away from manual spreadsheets to a centralized system that tracks maintenance, detects equipment issues, and automatically generates the reports required for state inspections.

United Pump's Deliverables:

- **Automated Maintenance Tracking:** Digital scheduling and issue detection for all four district fueling stations.
- **Audit Readiness:** Automated compilation of all necessary reports and documentation for state compliance audits.
- **Responsive Support:** Proactive inspection services and quick maintenance response times to ensure 24/7 fleet readiness.

RESULTS

The implementation of SiteWatch® has transformed the co-op's fuel management from an administrative burden into a streamlined, reliable operation.

- **Increased Staff Capacity:** By automating once-onerous manual processes, Jackson EMC has freed up valuable staff time for higher-priority utility operations.
- **Enhanced Data Reliability:** System data is now current, reliable, and readily available, eliminating the errors associated with manual spreadsheet entry.
- **Minimized Downtime:** Comprehensive inspections and proactive monitoring minimize equipment failures, ensuring utility vehicles are always road-ready for emergency responses.

**SCAN FOR
THE FULL
CASE STUDY**



WHAT IS SITEWATCH?

Is compliance causing you headaches? Are you tired of keeping up with ATG Compliance Reports? Do you cringe at the thought of an EPD Compliance Inspection? Or do you simply not have the time to keep up with all of this on top of all your other responsibilities?

If you answered "Yes" to any of these questions, United Pump has the solution for you. SiteWatch® services provide scheduled preventive maintenance and compliance management for fueling operations, large and small.