



## Carroll Electric Cooperative, Inc.

Your Touchstone Energy® Cooperative 

# NEW MEMBER GUIDE

Welcome to the cooperative neighborhood!  
*Keep this page for reference.*

### YOU'RE A CO-OP CONSUMER-MEMBER!

Your new title of consumer-member is what makes an electric cooperative different from other companies: We are members serving members. Thanks for joining, and welcome to the neighborhood.

### ABOUT CARROLL ELECTRIC

Carroll Electric is a community-focused electric cooperative that works to efficiently deliver affordable, reliable, and safe energy to over 12,500 consumer-members. We are led by consumers like you who understand and listen to the community. We belong to the communities we serve, so any excess revenues are shared back with the members. We maintain 1,505 miles of power lines in Carroll, Columbiana, Harrison, Jefferson, Tuscarawas, and Stark counties. We adhere to four key cooperative values: accountability, integrity, innovation, and commitment to community.

Carroll Electric's governing document — the code of regulations — is available at [www.cecpower.coop](http://www.cecpower.coop), or call 1-800-232-7697 to request a copy.

### MEMBERSHIP BENEFITS

You'll receive a complimentary subscription of *Ohio Cooperative Living* magazine. This magazine serves as our most prominent form of communication with our members, so be sure to scan the *Carroll Electric Local Pages* — typically the four center pages of the magazine — to keep up to date on the latest co-op information.

You may be eligible for various energy efficiency programs, rebates, and initiatives, and you'll also have access to a local energy advisor, who can help you with your energy-related questions or concerns. In addition, Carroll Electric offers youth opportunities, including college scholarships, the rural electric Youth Tour to Washington, D.C., and other educational activities.

Sign up for a free Co-op Connections membership to receive discounts on everyday expenses at [www.connections.coop](http://www.connections.coop).

As a consumer-member of your cooperative, you have a voice in the cooperative, which enables you to vote on proposals and trustees at Carroll Electric's annual membership meeting each year.

## Electric bills are due the 15th of each month.

**Cash, check, money order, VISA, Mastercard, and Discover accepted.**

Carroll Electric offers a variety of payment options for your convenience:

**SmartHub** — SmartHub is Carroll Electric's online bill payment system and app. Visit [www.cecpower.coop](http://www.cecpower.coop) to register or download the SmartHub app on your mobile device. SmartHub offers members the ability to view electric use, pay your bill, and report outages. Consumer-members with the SmartHub app can sign up for outage notifications via email or text and paperless billing.

**Automatic payments** — Your Carroll Electric bill can automatically be paid from your checking or savings account each month. Sign up through SmartHub or fill out the enrollment form included with the membership and electric service application.

**Pay at the office** — Pay your electric bill at the co-op office using the stub included with your bill. Come inside or use the drive-through window Monday–Friday, 7:30 a.m.–4:30 p.m. A night deposit box is available at our drive-through window after hours and on weekends.

**Pay by mail** — Mail your payment, along with your billing statement stub, in the return envelope provided with your electric bill. *Please allow ample time for the postal service to deliver your payment.*

**Budget billing** — Carroll Electric provides a budget billing program to members who have at least 12 months of good payment history with the cooperative. Sign up occurs twice per year, and members must meet eligibility requirements to participate.

*Carroll Electric does not offer satellite pay stations.*

## Power outage ... Now what?

Report outages even if your neighbors have already contacted us; this allows us to better pinpoint the extent of the outage.

### Report outages through SmartHub or call **1-800-232-7697.**

- NEVER go near downed power lines; even if your power is out, the lines could be energized. Call 1-800-232-7697 immediately to report downed lines.
- During an outage, turn off most lights and appliances to help prevent circuit overloading when your power is restored. Leave a light turned on so you'll know when the power is back on.
- If you use a portable generator, connect the equipment you want to power directly to the outlets on the generator; do not connect a generator to your home's electric system.
- If you're using a standby generator, you're required to use a transfer safety switch that will prevent electricity from traveling back through the electric lines, which could harm linemen working to restore power.
- Food can stay fresh in a full refrigerator for four hours and in a full deep freezer for 48 hours. Visit the Center of Disease Prevention and Control at [www.cdc.gov](http://www.cdc.gov) for more food safety information.

#### **SIGN UP FOR OUTAGE NOTIFICATIONS**

Log in or create a SmartHub account at [www.cecpower.coop](http://www.cecpower.coop). Then, set up your contact information by adding the email and/or phone number where you'd like to receive notifications. You'll be asked to activate your email and/or telephone number.

1. Click on the Notifications tab.
2. Click on Manage Notifications.
3. Click on Service and a drop down menu will appear.
4. Add the phone number or email address to the alert type you'd like to receive.

## **WE BELONG TO THE COMMUNITIES WE SERVE, SO ANY EXCESS REVENUE IS GIVEN BACK TO THE MEMBERS**

When you pay your electric bill each month, you are accumulating equity in your cooperative through capital credits allocations. Margins in excess of the cost to serve members are used as operating capital. When the cooperative realizes a positive margin (excess of income over expense), the margins are allocated through a capital credits system according to each member's usage.

Capital credits are refunded on a 20-year rotation when the board determines that it will not jeopardize the financial condition of the cooperative. Your capital credits allocation is credited on your December bill or sent in the form of a check to members who may have moved. You will receive your first capital credits allocation in 20 years.

#### **KNOW WHAT'S BELOW. CALL BEFORE YOU DIG.**

A new home may mean new landscaping projects, septic repair, or installation of a new fence. Regardless of the reason for your outdoor project, Carroll Electric reminds you to call before you dig. Call 811 a few days prior to a digging project. Provide the operator information about where you are planning to dig and what type of work you will be doing. Utility companies who have potential facilities in the area of your dig will be notified and asked to mark the approximate location of underground utility lines. For your safety, call 811 before you dig.

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## **Contact us**

### **CARROLL ELECTRIC COOPERATIVE, INC.**

Toll-free: 1-800-232-7697

or 330-627-2116

Fax: 330-627-7050

Website: [www.cecpower.coop](http://www.cecpower.coop)

Email: [info@cecpower.coop](mailto:info@cecpower.coop)

#### **OFFICE LOCATION**

350 Canton Road NW  
Carrollton, OH 44615

#### **MAILING ADDRESS**

P.O. Box 67  
Carrollton, OH 44615

#### **OFFICE HOURS**

Monday — Friday, 7:30 a.m. to 4:30 p.m.

