




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, 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.

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 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 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 for more food safety information.

SIGN UP FOR OUTAGE NOTIFICATIONS

Log in or create a SmartHub account at 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.

Contact us

CARROLL ELECTRIC COOPERATIVE, INC.

Toll-free: 1-800-232-7697

or 330-627-2116

Fax: 330-627-7050

Website: www.cecpower.coop

Email: 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.



**Carroll Electric
Cooperative, Inc.**

Your Touchstone Energy® Cooperative 

AUTOMATIC BILL PAYMENT

Make your electric payment the easy way.

Now paying your bill is easy!

Set up an automatic bill payment from your checking or savings account. It's simple and there is no charge for the service. *Check with your bank to make sure it doesn't charge for this convenience.*

Enrollment is simple:

- Complete the form.
- Attach a voided check.
- Return both with your next payment or mail them to:

Carroll Electric
P.O. Box 67
Carrollton, OH 44615

Once enrollment is complete, "automatic bill payment" will appear on your monthly electric billing statement. *This may take up to 30 days to complete.*

Carroll Electric will continue to send a monthly billing statement to you that will arrive around the first of each month. The amount due will be deducted from your bank account on the 10th of the month and transferred to Carroll Electric. *If the 10th falls on a nonworking day, the amount will be deducted on the first working day after the 10th or as soon as practical.*

Members paying their bill by automatic bill payment will know their bill has been paid by the fund transfer that is itemized on the monthly account statement provided by the bank.

In the event that are insufficient funds in your account, the transaction will be treated like a bounced check. Additional charges should be expected from your bank and Carroll Electric.

Automatic Bill Payment ENROLLMENT FORM

Member Information

Name _____

Address _____

Phone _____

Email _____

Electric Account Number _____

Bank Information

Financial Institution _____

Type of Account (check one) Checking Savings

Routing Number _____

Account Number _____

Please send a voided check or savings deposit slip with this authorization.

I hereby authorize Carroll Electric Cooperative, Inc., to instruct my financial institution to make my payment from the account listed above on or about the 10th of every month for the purpose of paying my electric bill. This authorization will remain in effect until I notify Carroll Electric Cooperative, Inc., in writing of my intent to cancel.

Authorized signature Date

Authorized signature Date

QUESTIONS?

1-800-232-7697 or 330-627-2116

www.cecpower.coop