

Service Rules & Regulations

Availability of Service

Any individual, firm, association, corporation, or public body will become a member of Carroll Electric Membership Corporation provided that:

1. A signed application is made including your social security or Federal I. D. number and you present positive identification;
2. Agreement is made to abide by articles of incorporation, bylaws, rates, rules, regulations and requirements of the Cooperative. If a separate written contract for service is required, agreement is made to abide by the provisions of that contract;
3. Membership fee and any security deposit required are paid;
4. Any past due amounts owed the Cooperative for service previously provided to the applicant or member of the applicant's household or business are paid in full.

Residential Deposit

A consumer may satisfy Carroll EMC's residential security deposit requirement with one of the following three options:

1. A letter from another utility you've had service with in the past two years documenting good payment history (two delinquents or less in 12 months).
2. A guaranty from a guarantor who is a member/customer of Carroll EMC with a good payment history; or
3. Allowing CEMC to verify an acceptable credit rating with the credit bureau.

If none of the above is provided the residential security deposit requirement is approximately two times the average monthly bill, with an established minimum of \$100. A higher deposit may be required in the event of unusual circumstances. The deposit must be paid before electric service is connected.

A consumer may have any number of service connections under one membership fee, but a separate deposit and service charge or temporary fee will be required for each active service account.

Deposit Refund Policy

The membership fee and deposit on a residential account will be refunded upon termination of electric service, as long as there were no delinquent payments for 12 months. The deposit will be refunded less any amounts that the consumer may owe the Cooperative including reasonable collection fees and court costs, as permitted by law, if applicable.

Right of Access

The member will allow authorized Cooperative representatives access to the consumer's premises at all reasonable times to read, test, inspect, repair, replace or remove the Cooperative's meters or other Cooperative property.

Meter Reading

Electric meters will be read monthly. Reading dates may vary slightly from month to month due to weekends, holidays, weather conditions and other factors. When a meter cannot be read on or about the scheduled date, the meter reading and corresponding use for the month will be estimated based on prior usage.

Corrections will be made whenever meters are incorrectly read. The correct reading shall be ascertained and the bills will be recalculated as nearly as possible to reflect the correct usage.

Meter Tests

Only 1/2 of 1% of electric meters record kilowatt-hour usage inaccurately and CEMC periodically tests and inspects its meters to maintain standards of accuracy. However, the Cooperative will

over →



Carroll EMC

Carroll Electric Membership Corporation • 155 North Hwy. 113 • Carrollton, Georgia 30117-7501 • 770.832.3552 • Fax 770.832.0240 • www.cemc.com

test the accuracy of a consumer's meter upon request and once the consumer has made the required deposit against the cost of the test. If the meter is found to be more than 2% (plus or minus) in error, the consumer's bill will be adjusted.

If a meter fails to register correctly, the consumer will be billed for estimated consumption. This estimate will be based on the previous use of the consumer and take into consideration consumption in the months immediately preceding, consumption in similar periods of other years, comparative uses and sizes of connected loads, and other relevant facts.

Meter Tampering & Unauthorized Reconnection

Electric meters are the property of the Cooperative and it is illegal for any unauthorized person to break the seal, reconnect, or tamper with the meter or its related service facilities in any way.

Should you notice any evidence of tampering, such as use of "jumpers" or other devices to bypass or affect the operation of the meter, immediately report it to the Cooperative.

Any meter tampering violation may subject the consumer to:

1. A meter investigation charge,
2. Payment of all damages relating to the tampering,
3. Payment of all usage based on actual meter readings or estimates based on historical usage,
4. Termination of service and/or
5. Prosecution under law.

Bill Payment Policy

Consumers are billed monthly. Bills are due and payable when rendered and are past due if payment is not received in the office by the due date.

If bill payment is not received in the CEMC's office within approximately 20 days of the billing date, a delinquent notice shall be sent and a delinquent charge will be added to the past due amount. After 15 days from the date of the delinquent notice, the account is subject to collection of full payment of the past due amount and a service charge, or the service may be disconnected without further notice.

Disconnection For Past Due Bills

Carroll EMC works with our customers during times of hardship by allowing up to four payment arrangements per year.

However, consumer accounts that remain unpaid 15 days following a delinquent notice may be collected by a Cooperative representative and a collection charge will be applied. Unless the past due amount is paid in full, the service shall be disconnected and the past due amount, a reconnect fee, and any other applicable charges will be required to restore service. An additional security deposit may be charged.

Other Reasons for Disconnection

Service is subject to immediate disconnection and without notice for the following reasons:

1. Discovery of meter tampering.
2. Diversion of electric current.
3. Use of power for unlawful reasons.
4. Discovery of a condition determined by the Cooperative to be hazardous.
5. Member having old debt living at location with account in some other name when such occupancy is associated with a scheme to avoid payment of a bill.
6. Refusal of access to consumer's meter or if access thereto is obstructed or hazardous.
7. For repairs, emergency operations, unavoidable shortages or interruptions in the Cooperative's supply source.

Returned Check Policy

A consumer's account is considered unpaid and is subject to collection and disconnection if the check given for payment is returned by the bank. The consumer will be notified by letter and a handling charge will be applied to the consumer's account.

If the consumer repeatedly pays with checks that are not honored by the bank, the Cooperative may elect to place the account on a cash basis.

Please Note: All of the information presented here is a summary of Carroll EMC's full *Service Rules and Regulations* document. For a complete copy, please visit one of our offices.