

# Wake Electric Member Guidebook

**You're a member. You're an owner.**



**Welcome to Wake Electric. You are now part of a not-for-profit electric utility—a cooperative. Your new service connection automatically entitles you to membership and ownership of your electric utility.**

## **The cooperative way**

Your co-op is a unique organization offering two distinct advantages to its members that do not exist in other businesses:

- The first advantage is that the members own the organization that serves them. This means you have the right to one vote at annual meetings and a voice in the affairs of the organization through your elected Board of Directors.
- The second advantage is that any profits left over after the corporation pays its expenses are shared proportionately among its members, by way of Capital Credit payments.

This guide will help you better understand the benefits and responsibilities of membership. As a new member you are required:

- To pay the sum of \$5.00 as a membership fee.
- To purchase from the cooperative all central station electric power and energy used on any and all premises to which the cooperative furnishes electric service pursuant to your membership for as long as such premises are owned or directly occupied or used by you.
- To be bound by and to comply with all of the other provisions of the Cooperative's certificate of incorporation and bylaws, and all rules, regulations and rate schedules established pursuant thereto.
- To locate or cause to be located all meters serving your premises on the outside of buildings at points readily accessible to Cooperative personnel and to insure access to all meters and Cooperative property by Cooperative personnel.
- To grant a legal easement to construct and service Co-op lines across your property.
- To pay for all electricity used by the date specified. If you don't pay your bill on time, the necessary re-billing procedure increases operational cost, thus costing you more to operate the cooperative.

Once again, welcome to Wake Electric.

Jim Mangum  
CEO/General Manager



# Electric bill & payments

## About your electric bill

Each month Wake Electric will send you a bill. Your billing date should vary no more than a few days during a month to allow for holidays and weekends.

Should you not receive your bill near your normal billing date, contact the Cooperative immediately.

***Failure to receive a bill does not relieve you of any responsibility to pay.***

The amount of your bill is determined by a monthly meter reading taken from your meter. Your bill is due and payable 25 days from the bill date shown on your statement.

Failure to pay within that period of time could result

in a past due balance amount appearing on the following month's bill.

All past due balances are subject to a late payment fee. A reminder to pay the past due balance will be printed on your service bill. A disconnection date for nonpayment will also be provided.

If service is disconnected for nonpayment, additional service charges and a security deposit, if applicable, will be required.

**Go Green!** You may also opt for paperless billing. You'll receive your bill via email and can review it any time and at the same time cut down on paper usage.

## Options for paying your electric bill

You may pay your bill

- In person at our office located at 100 S. Franklin Street, Wake Forest, NC
- By mail
- Contact our Call Center
- Online at [www.wemc.com](http://www.wemc.com)
- Pay-By-Phone—866-999-4593
- Via automatic bank draft (if qualified)
- VISA, Discover and MasterCard are accepted

- SmartHub—this free online app lets you report an outage, monitor hourly, monthly, and daily energy use, receive email notifications when bills are due and much more
- PrePay—members can pay for electricity in advance, paying for one week or one month. You choose how much and when

For more info, call 919.863.6300 or 800.474.6300 or email at [information@wemc.com](mailto:information@wemc.com) or visit our website at [www.wemc.com](http://www.wemc.com).

## Bill in dispute

Failure to receive a bill does not exempt a Member from payment. A duplicate bill may be obtained from the Cooperative. Neither a dispute concerning the amount of a bill nor a claim or demand by the Member against the Cooperative will alter the normal requirements for payment.

## Returned checks

Any Member whose check for payment of service is returned for insufficient funds will be notified immediately and a returned check fee will be added to the Member's account. Such charge will be up to the maximum allowed by North Carolina law (GS 25-3-572).

If the Member is in good standing, the Cooperative will attempt to notify the Member. The returned check fee and account will be considered delinquent.

If the Member is not in good standing and payment is not made within three (3) days after the date of notification, service will be discontinued.

If the Cooperative receives two such checks from a Member in a twelve (12) month period, the Cooperative may refuse to accept further checks from that Member.

# Charges & Member Rights

## Schedule of charges

*Membership	\$5
*Security Deposit	Not to exceed the estimated total of 2 times the highest monthly bill
Connection (each)	\$20
*Late Payment	1.5%, \$5 Minimum
*Return Check	\$25
Field/Remote Collection	\$20
Residential Temporary Service	\$50
Non-pay Reconnect	\$30
Overtime (additional)	\$25
Same Day Service	\$75
*Meter Reading	\$10
*Meter Test	\$10
*Investigation Fee	\$200
*Non-taxable items	

## Your rights as a member-consumer

Wake Electric Membership Corporation is an electric cooperative. As a consumer, you share ownership in Wake Electric with customers in seven counties—Durham, Franklin, Granville, Johnston, Nash, Vance and Wake.

Each year you have the right to vote for the representatives who will serve on the Cooperative’s board of directors. The board of directors sets policies that determine how Wake Electric operates.

Wake Electric’s Service Rules and Regulations are a part of the Service Agreement between the Cooperative and the Member. These rules and regulations list requirements for the Cooperative to provide electric service and for you the member-consumer to receive electric service.

We take pride in providing you with quality service. Quality service is our most important product. We will try to maintain the quality service that you expect and deserve; however, we cannot guarantee continuous and uninterrupted electric service.

Part of that quality service includes protecting your identity and personal information. In order to ensure that protection, Wake Electric requires that all mem-

bers applying for electric service must show personal identification at the time of application for service.

The general summary of your rights to service are as follows:

1. You have the right to electric service if you establish satisfactory credit and provide the Cooperative with necessary and reasonable access to your property for your electric service and that of neighboring property.
2. You have the right to establish your credit in one of three ways:
  - (1) The Cooperative will perform a credit check to determine if a deposit is required
  - (2) You may make a cash deposit.
  - (3) You may provide a Member in good standing to guarantee payment of your bills up to the amount of deposit

The Cooperative will endeavor to fully explain all means of establishing credit.

3. Any cash deposit you make will be refundable after twenty-four (24) consecutive months, in the

## ***Member-consumer rights continued***

- form of a credit to the 25th bill, provided the member has fulfilled all obligations provided for in the service agreement. A deposit may be required at any time if the Member payment record falls below that of a Member in good standing.
4. You have 25 days after the billing date shown on your electric bill to pay your electric bill. After 25 days, the bill will be considered past due and a late charge will be added to your account.
  5. The Cooperative will notify you with the next month's bill that you have a past due account and the date for which service is subject for disconnection. Accounts will be subject to disconnection without further notice. In the event you are unable to pay the bill, you may contact the Cooperative's office prior to the disconnection date to discuss possible payment arrangements. Failure to receive a bill does not exempt the Member from payment of a bill or service charge.
  6. As a Member, you can name another person to receive a copy of your electric bill. This other person may be able to help you avoid having your electric service disconnected but is not obligated to pay the bills.
  7. You have the responsibility to notify the Cooperative in writing if there is someone in your household who is either chronically or seriously ill, disabled or on an electrically operated life support system. In that case, you have the right to special handling of your account should service become subject to disconnection for your failure to pay your electric bills.
  8. If there is a person 65 years or older or a disabled person in your household and if you are eligible and certified to receive energy assistance from the local social services department and if you cannot pay your account by installments, the Cooperative cannot disconnect your service between December 15 and March 15 without notifying the North Carolina Rural Electrification Authority.
  9. The Cooperative will not disconnect electric service after 4:00 p.m. on a Friday or on a weekend or a legal holiday for non-payment. (Prepay accounts are excluded from this policy).
  10. You have the right to have the Cooperative test your electric meter for accuracy and to receive a report of the test results given to you. A fee, paid in advance, will be charged for the testing for any meter which has been tested within the past year; the fee will be refunded if the meter is found to be outside acceptable accuracy limits.
  11. A new member guidebook is available at [www.wemc.com](http://www.wemc.com) and upon request including, but not limited to, explanation of Cooperative principles, bylaws, rates, meter reading, rebates, loans, reporting of power failure and conservation practices when you are accepted for membership in the Cooperative. The Cooperative will send you upon request, without charge, a copy of your billing information for the past twelve months.
  12. A full and prompt investigation will be made of all service complaints. The recommended order for handling quality-of-service or billing complaints is as follows.
    - File a complaint at the local Cooperative office and allow reasonable time for investigation, advice, and action. If the results are not satisfactory, then:
    - File a complaint with the Cooperative's manager, providing information and results from the initial complaint and/or naming local Cooperative personnel who handled the complaint. Allow reasonable time for the manager to act. If the results are still not satisfactory, then:
    - File a complaint with the North Carolina Rural Electrification Authority in Raleigh, 4321 Mail Service Center Raleigh, North Carolina 27699, 919-733-7513. Allow reasonable time for the Authority to act.
    - If results are still not satisfactory, file a written complaint with the Cooperative's board of directors. Allow reasonable time for the board to act.
  13. You may request and have installed by the Cooperative at your expense, types of service that exceed what is normally supplied, provided that they meet the general conditions in the Service Rules and Regulations. If you need such services, please call us.
  14. As a Member of this Cooperative, you will share in margins called Capital Credits, which are assigned in the Members' names. The refunding of Capital Credits is at the discretion of the board of directors.

# Miscellaneous

## If your power goes off

Outage trouble may not be on the Cooperative's lines, but somewhere in your home. You should check your circuit breakers or fuses when you first lose power. Often a blown fuse or tripped breaker may be the problem. Try to learn from nearby neighbors if their power is off too. This will help the serviceman know how widespread the trouble may be and facilitate pinpointing the exact problem. If that's not the cause, call Wake Electric's automated outage reporting numbers: **919.863.6499 or 800.743.3155**. Voice instructions will direct you through the reporting system. You may also call 919.863.6300 or 800.474.6300 and a Wake Electric representative will take your outage report.

Your home telephone number is more important than ever in reporting outages, because the automated outage reporting system is designed to recognize your service location by your telephone number. (It's easier for almost everyone to remember phone numbers instead of account numbers).

Help us help you by providing your current phone number and letting us know if your phone number changes.

## Customer Service Location

Wake Forest, 100 S. Franklin Street

Telephone 919.863.6300 or 800.474.6300

### Business Hours\*

8 a.m.—5 p.m., Monday—Friday

Extended Office Telephone Hours:

7 a.m.—6 p.m., Monday-Friday

\*24/7 Emergency Dispatch Service

## Call before you dig

If you plan to do any digging—whether it's to install an in-ground swimming pool, a new septic tank or a new garden, please remember to use the N.C. One Call Center to locate power lines, telephone lines and other underground facilities. The telephone number is 811.

## Website

We encourage all members to take advantage of the convenient, easy-to-use services offered at Wake Electric's website at [www.wemc.com](http://www.wemc.com). At the site you can:

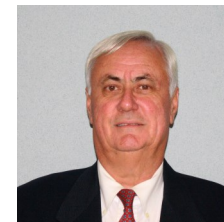
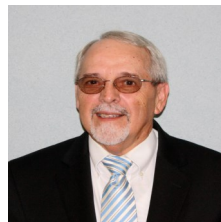
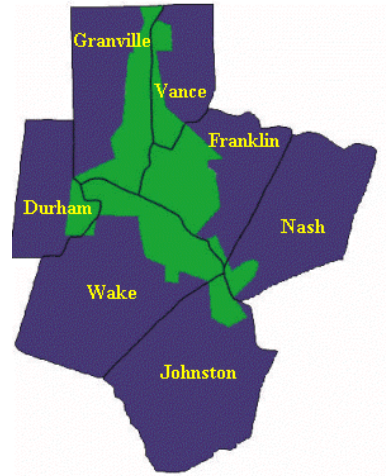
- Create an online account where you view and pay your bill, view current or past bills, stop or transfer electric service, update your mailing address, telephone number and email address, and make service requests
- Use our FREE home energy audit tools—the

[www.TogetherWeSave.com](http://www.TogetherWeSave.com) site offers hundreds of tips and energy efficiency advice

- Go green and sign-up for paperless billing
- Get up-to-date information on all of our grant, educational and scholarship programs

# The Board of Directors

The cooperative's board represents you in safeguarding your assets in the cooperative. The board consists of nine members who are also members of the cooperative and represent each of the co-op's directorate districts. Their responsibilities include determining objectives and setting policies, adopting long range plans and employing a CEO who oversees daily operations. The board meets monthly to help set guidelines for management decisions. You, as a co-op member, have a responsibility to select and evaluate directors and participate in co-op affairs.



**Suzy Morgan**  
*President*  
Wake Forest  
District 5

**Mike Dickerson**  
*Vice-President*  
Oxford  
District 3

**Joe Eddins**  
*Secretary*  
Zebulon  
District 8

**Bob Hill**  
*Treasurer*  
Wake Forest  
District 6

**Joe Hilburn, Sr.**  
Raleigh  
District 4

**Greg Fuller**  
Zebulon  
District 2

**Reuben Matthews**  
Middlesex  
District 9

**Allen Nelson**  
Stovall  
District 1

**Rodney Privette**  
Rolesville  
District 7