



## Decide how you want to pay

**Bank Draft:** Receive a **\$2.50** credit each month when you have the amount of your monthly bill electronically deducted from a checking or savings account on the due date.

**Credit Card Draft:** Save time by having your bill electronically charged to your Visa or MasterCard credit card each month. There is an online form you complete, print, sign and bring in or mail to the Carrollton office.

**Online:** View your bill and pay by credit card or electronic check.

**Mail:** Use the bill stub and envelope included with your electric statement and pay by check or money order.

**Mobile App:** Download Carroll EMC's **free** mobile app to pay your bill on-the-go.

**Phone:** Call 770-832-3552 (option 2) and pay by e-check or debit/credit card.

**In Person:** Walk into our Carrollton office and pay by cash, check, money order or credit card.

**Kiosks:** Pay your Carroll EMC bill or purchase PrePay electricity 24/7, even on weekends and holidays, at a kiosk near you (see Kiosk Locations)

**Text:** Pay your Carroll EMC bill via text message. Sign up on the mobile app or through the online Member Portal on our website.

**Senior Citizen Discount:** Qualifying Members are eligible for a \$2.50 discount on Carroll EMC's monthly base service charge for resident accounts. Applicants must be 62 or older, and the account must be in the applying Member's name.



## Download Carroll EMC's mobile app

Carroll EMC is mobile-friendly! Report an outage, view and pay your bill, and sign up for alerts and reminders all from our app.

Simply look for our name in the App Store or in the Android Market. Type 'Carroll EMC' in the search bar or scan the QR codes included in Section 4 of this brochure.

Once you've installed the mobile app on your phone, you'll also have the ability to receive push notifications and view a map of our office and payment locations.

Is the mobile app secure? Yes! All critical information is encrypted in every transaction run through the app and no personal information is stored on your mobile device.

If you have multiple accounts, you will see them all once you log in. To view a specific account, simply click on it to view account details.

The information you see in the mobile app is shown in real-time, so it's always accurate. However, if you keep your mobile app open for an extended period of time, you should refresh the page to ensure the information is still current.



## Create a profile



Carroll EMC's mobile app has many valuable uses when it comes to saving energy and money. The app consists of ways to update your account, sign up for alerts and reminders, monitor your usage, and even help you pay your bills.

To sign in to your account, you must first create a profile. You can do that through the Carroll EMC Member Portal on our website.

To set up your account:

1. Go to <https://www.carrollemc.com/>
2. Click Make a Payment
3. Go to Account Profile under My Account in the Member Portal
4. Click New User on the Customer Login page
5. On the Create User ID page, click Continue
6. Fill out the required information that is associated with your account
7. Press submit
8. You are now able to access all of your Carroll EMC account information 24/7 through our website and mobile app



Google



Apple

*If you have any questions, concerns, or advice to help us better serve you, please let us know.*



## Track your usage



Use Carroll EMC's mobile app or the Member Portal at CarrollEMC.com to monitor your electric usage. Staying aware of the way your home uses power can help you spot small changes before they become big expenses.

Due to privacy regulations, Carroll EMC representatives are unable to set up or update credit card drafts or take payments via person over the phone.

To view Carroll EMC's bylaws and service rules & regulations, visit CarrollEMC.com or request a printed copy from any Carroll EMC office.

This institution is an equal opportunity provider and employer.

Name on Account

Account Number

Service Address



WELCOME TO CARROLL EMC

CONGRATS!  
YOU'RE NOW A  
MEMBER OF THE  
COOPERATIVE

*What's  
next?*

## CONTACT US



155 N. Hwy. 113  
Carrollton, GA 30117  
770.832.3552  
[member.services@carrollemc.com](mailto:member.services@carrollemc.com)  
[CarrollEMC.com](http://CarrollEMC.com)

**Outage:** 770.832.3552, option 1

# ABOUT US

Carroll Electric Membership Corporation (EMC) is a not-for-profit, consumer-owned business. Once a consumer pays the \$15 membership fee, they become a Member and part-owner of the cooperative.

Many large utilities are owned and controlled by stockholders or private investors, but Carroll EMC, like other electric cooperatives, is owned and controlled exclusively by local consumers.

Members are eligible to receive “Capital Credits” that are unique to cooperatives like Carroll EMC. Private power companies make profits and pay dividends to stockholders. Cooperatives, on the other hand, work on a not-for-profit basis and allocate to Members any margins, or income remaining after all the cooperative’s bills have been paid and all expenses considered. "Capital Credits" is the term used for the allocation of each Member's share of the margins.

Each year, Members are invited to Carroll EMC’s annual meeting held in October. Every Member-owner has a voice in how the cooperative is operated and can influence this process through voting at the annual meeting.

## Community Giving (Operation Round Up)

Carroll EMC Members can enroll in Operation Round Up to have their electric bills rounded up to the next highest whole dollar, with the extra change dedicated to charitable causes. Funds collected for Operation Round Up are distributed by the Carroll EMC Foundation Board of Trustees to causes such as student scholarships and teacher grants.



## Office Locations

### Carrollton

155 N. Hwy. 113 / M-F, 8 am - 5 pm / 24/7 Drive Thru Kiosk

### Buchanan

3161 South US-27 BUS / M-F, 8 am - 5 pm / 24/7 Drive Thru Kiosk

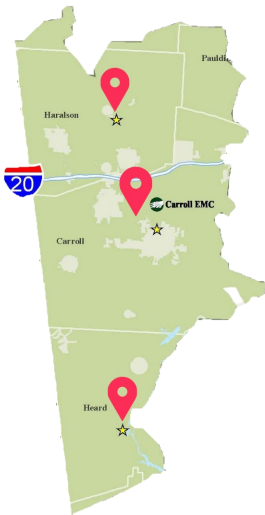
### Franklin

106 Davis Street / M-F, 8 am - 1 pm / 2 pm - 5 pm / **Closed Wednesdays**  
24/7 Drive Thru Kiosk

## Kiosk Locations

### All Carroll EMC offices

**Triangle Treat**, 2476 E. Hwy. 166, Carrollton  
**BP Southside**, 1979 Hwy. 27 S, Carrollton  
**Ginni Food Mart**, 1217 Rockmart Rd., Villa Rica  
**BP Villa Rica**, 650 W. Hwy. 78, Villa Rica  
**Super Foods**, 257 Sage Street, Temple  
**Al's Exxon**, 30 Hwy. 101, Dallas



## Decide how you want to be billed

### TRADITIONAL BILLING

#### (Post-Consumption)

Traditional accounts are billed on a monthly cycle, post consumption, with all bills due and payable monthly upon receipt. Members using traditional billing may be required to pay a deposit based upon credit history. The deposit is returned to Members when they leave the system or after 18 consecutive months with on-time payments.

#### Electric rates

(Standard residential rate)

Power cost adjustment: \$0.0319 per kWh

**Summer:** Applicable to bills rendered June 1 through October 31

Service charge: \$33 per month  
- First 1,000 kWh per month @\$0.07050 per kWh  
- Over 1,000 kWh per month @\$0.1030 per kWh

**Winter:** Applicable to bills rendered November 1 through May 31

Service charge: \$33 per month  
- First 1,000 kWh per month @\$0.06900 per kWh  
- Next 1,000 kWh per month @\$0.06300 per kWh  
- Over 2,000 kWh per month @\$0.05300 per kWh

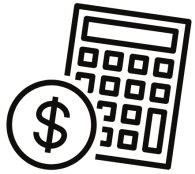
#### Fees

- Membership fee: \$15
- Account service charge: \$20
- Reconnect fee: \$45 (additional deposit may be required, up to \$100)
- Returned check: \$30
- Trip service charge: \$85 (may apply)
- Delinquent fee: 5% of bill amount or \$10, whichever is greater

Arrangements are offered once the bill is past due. Although the late fee still applies, the Member can extend their bill 7 days past the disconnect date. Arrangements must be made before the disconnect date.

### PREPAY BILLING

#### (Pre-Consumption)



Using our self-managed PrePay program allows you to pay when you want, in the amounts you want. Instead of receiving a traditional paper bill that is generated once each month, usage is calculated daily. PrePay Members never pay a late charge and are not charged disconnect and reconnect fees.

#### Electric rates

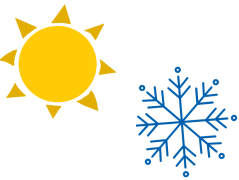
Service charge: \$1.10 per day, plus tax

**Summer:** Applicable to bills rendered June 1 through October 31  
@ \$0.08270 per kWh

**Winter:** Applicable to bills rendered November 1 through May 31  
@ \$0.06560 per kWh

#### Fees

- Membership fee: \$15
- Account service charge: \$20
- Returned check: \$30
- Trip service charge: \$85 (may apply)



**Arrangements are unable to be made on PrePay accounts.**

#### PrePay FAQs

##### Do I pay a deposit to use PrePay?

There is no deposit required with PrePay. However, all new Carroll EMC Members pay a standard \$15 membership fee.

##### How will I know when my balance is low?

When you set up your PrePay account, you will select the balance at which you will begin to receive low-balance alerts. Alerts can be received via email, phone or text message.

##### What happens if I don't make a payment?

If you do not purchase more power, the meter will stop and the power will turn off. However, once a payment is made within five days of the power going off and you have at least a \$10 credit, your power will reconnect.