



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. Complete the form online, print, sign and bring in or mail to the Carrollton office.

Online: View your bill and pay by Visa, Mastercard 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.

Drive-Thru: Each Carroll EMC office has a drive-thru open during regular business hours.

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 Member Portal on our website.

Senior Citizen Discount: Qualifying Members are eligible for a \$5.00 discount on their electric bill. Applicants must be 62 or older, and the account must be in the applying Member's name. One discount per Member number.

E-Bill Discount: Members are eligible for a \$2.50 discount on their electric bill when they elect to receive ONLY an electronic bill. Members who enroll will no longer receive a paper bill in the mail but will receive an email notification when their statement is ready.



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.

Search for Carroll EMC in the App Store or Android Market, or scan the QR codes included in Section 4 of this brochure.

Once you've installed the app, 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 with every transaction, and no personal information is stored on your mobile device.

Once you log in, you'll be able to easily access all of your accounts, right from your mobile device.

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

To set up your account:

1. Go to Carrollemc.com.

2. Click Create New User.

3. On the Create New User page, fill out the required information that is associated with your account then click Continue.

4. Press submit.

5. 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. Amounts shown on the usage charts only reflect the base rate charge and do not include all charges. Staying aware of the way your home uses power can help you spot small changes before they become big expenses.

Carroll EMC is unable to set up or update credit card drafts or take payments via person over the phone due to privacy regulations.

To view Carroll EMC's bylaws and service rules and 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

Phone Number on Account



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
carrollemc.com

Outage: 770.832.3552, option 1



ABOUT US

Carroll Electric Membership Cooperative (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. Highway 113

Hours of operation: Monday—Friday, 8 am—5 pm, 24/7 entryway and drive-thru kiosks

Buchanan, 3161 South US-27 BUS

Hours of operation: Monday & Tuesday, 8 am—5 pm, 24/7 entryway and drive-thru kiosks

Kiosk Locations

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

Al's Exxon, 30 Hwy. 101, Dallas

Villa Rosa Food Mart, 895 Bar J Rd., Temple

Heard County Water Authority, 101 S. Court Square, Franklin (drive-thru only)



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 credited to the Member's account after 18 consecutive months with on-time payments or when they leave the system.

Standard Residential Rate

Single-Phase:

Service charge: \$39 per month
- Power cost adjustment: \$0.004 per kWh
- All kWh per month @ \$0.1070 per kWh

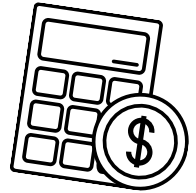
Multi-Phase:

Service charge: \$44 per month
- Power cost adjustment: \$0.004 per kWh
- All kWh per month @ \$0.1070 per kWh

Fees

- Membership fee: \$15
- Account service charge: \$20
- Disconnect/Reconnect fee: \$25 disconnect/\$20 reconnect=\$45 (additional deposit of up to \$100 may be required)
- Returned payment: \$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. Create an arrangement by logging in online, emailing or calling us at (770) 832-3552 (select option 2 then option 4).



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.

Standard Residential PrePay Rate

Single-Phase:

Service charge: \$1.30 per day, plus tax
- Power cost adjustment: \$0.004 per kWh
- All kWh per month @ \$0.1070 per kWh

Fees

- Membership fee: \$15
- Account service charge: \$20
- Returned payment: \$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.

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. If you choose to receive text message alerts, you must respond "START" to the opt-in 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. After five days with a negative balance, the account will be disconnected and final billed.