



customer **guidebook**  
& selected service rules



**Walton** EMC  
Customer-Owned Electric Power

# welcome to

## YOU'RE PART OF A UNIQUE ELECTRIC COMPANY

Because you're receiving electric service from Walton Electric Membership Corporation, you own part of the company. Walton EMC is a cooperative and by joining and paying your membership fee, you're entitled to the services and privileges the co-op offers.

## COOPERATIVE PRINCIPLES

- Open membership
- Democratic control
- Cooperation among co-ops
- Concern for community
- Economic participation of members
- Autonomous and independent
- Committed to information and education

## A LITTLE HISTORY...

Cooperatives are not a new way of doing business. Modern co-ops got their start when the Rochdale Equitable Pioneers Society founded a highly successful consumer co-op in 1844.

Walton EMC was formed in 1936 when seven community leaders each gave \$1 toward the organizational expenses of your co-op. Investor-owned utilities figured it wasn't profitable enough to run lines through the country where the customer base was sparse. That meant local residents had to do it themselves.

The sparse country grew into the suburbs of today. But the idea of a customer-owned electric company is as viable now as it was then.

# the co-op

## BENEFITS OF BELONGING TO OUR COOPERATIVE

**SERVICE AT COST.** Since customers own Walton EMC, it's self-defeating to make a profit.

**REFUNDS.** We've returned millions of dollars in refunds to our customer-owners.

**CONTROL.** You have a voice in running the co-op by electing fellow customer-owners to the board of directors. Cast your vote at the annual meeting in June.

**ACCOUNTABILITY.** The co-op is accountable to you, not a stockholder in a faraway place.

**LOCAL.** The people who keep your lights burning are also your neighbors.

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# your electric bill

## PAYMENT OPTIONS

With Walton EMC's convenient payment options, you have the power to choose. Call our customer service representatives for more information.

**DRAFT** The hassle-free way to pay your bill. We automatically draft your bank account or credit card on the bill's due date and send a statement showing power use for the month.

**PREPAY** Pay-as-you-go electricity. Instead of receiving a monthly bill after the fact, you set the payment plan and amount that fits your budget.

**LEVELIZED BILLING** Helps clip the peaks of your bill caused by seasonal energy use fluctuations.

**PHONE** Call and pay by credit card.

**INTERNET** View your bill and pay by credit card or e-check at [waltonemc.com](http://waltonemc.com).

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

**IN PERSON** Walk into our Snellville, Monroe or Watkinsville offices and pay by cash, check, money order or credit card.

**CREDIT CARD** Walton EMC accepts Visa, MasterCard or Discover for phone, walk-in, draft or Internet payments.

## VIEW YOUR ENERGY USE ONLINE

Log on to our customer portal at [mywaltonemc.com](http://mywaltonemc.com) and you'll have access to all sorts of data, including hourly, daily and monthly electricity use, weather stats and the amount of heating or cooling required. Other handy features include the ability to print or export data for further analysis.

## SENIOR CITIZEN LOW INCOME ASSISTANCE

Qualifying customer-owners are eligible for a \$4 discount on WEMC's monthly base service charge. Applicants must be 65 or older with a total household income of \$15,000 or less yearly. The account must serve the customer-owner's principal residence, be individually metered and in the applying customer's name.

# ELECTRIC RATES

Our employees work hard to keep your electric rates low. Walton EMC's electric rates are 10 to 15 percent below the national average and another 15 percent below the state average (winter).

## STANDARD RESIDENTIAL RATE

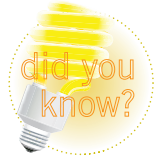
**Base Service Charge** \$21.00

### Winter (November–May)

First 400 kWh 7.8¢ per kWh  
 Next 700 kWh 5.5¢ per kWh  
 All over 1100 kWh 4.6¢ per kWh

### Summer (June–October)

First 800 kWh 8¢ per kWh  
 All over 800 kWh 8.7¢ per kWh



A KILOWATT-HOUR (KWH) IS A MEASUREMENT OF ELECTRICITY USE. ONE KWH RUNS A 100 WATT LIGHT BULB FOR 10 HOURS. RESIDENTIAL RATES ARE SUBJECT TO POWER COST ADJUSTMENT.

You'll receive a statement about every 30 days. Your bill is due 21 days from the billing date. If that day is a weekend, it's due the next regular working day.

Accounts not paid by the next bill will have a late fee added.\* If the arrears amount remains unpaid after getting the next month's bill, your account is subject to disconnection.

You have at least 45 days from billing to disconnection. Failure to receive a bill doesn't release you from your obligation to pay.

\*Of the greater of \$20 or 5 percent.

To Report a Power Outage call (770)267-2505  
 To Report a Gas Leak  
 Emergency call (770) 907-4231 or Toll Free 1-877-427-4321

Statement Date	Due Date	Amount Due
01/12/16	02/02/16	137.63
Previous Balance		98.42
Payment(s)		-98.42
Balance Forward		0.00
Current Charges		137.63
<b>Total Amount Due</b>		<b>137.63</b>

Thank you for your business.

**Electric Service**

Svc Loc:		JOHN Q SAMPLE				336-678-1885		
Account: 123456789		Meter: 123456789						
FROM	TO	DAYS	LAST READ	CURRENT	MULT	PCA	KWH	AMOUNT
12/06/15	01/06/16	31	13321	13745	1	0.02	424	46.83
December Cooperative Solar Credit								25.00
Net kWh Billed								4.31
Cooperative Solar (\$25/Block)								78.14
Taxes								55.00
Current Electric Charges								-55.00
Previous Balance								0.86
Thank You For Your Payment 01/04/16								77.00
Operation Round Up								
<b>Total Account Balance</b>								
Total Roundup Contribution for Previous Year: 5.28								
<b>TO BE PAID BY DRAFT</b>								

**Natural Gas Service**

Svc Loc:		JOHN Q SAMPLE				678-473-1885		
Walton Account: 123456789		AGL Meter: 123456789121				24 Bills Res Fixed		
AGL Account: 1234567891		Thermal Factor: 1.029				Fixed		
Price Per Therm: 0.529		DDDC: 0.872						
FROM	TO	LAST READ	CURRENT	MULTIPLIER	CCF	THERMS	AMOUNT	
11/25/15	12/28/15	6899	6941	1	42	43	22.75	
AGL Base Charge for January								28.70
Service Charge								5.75
								3.43
								60.63
								43.42
								-43.42

# if your power is out

Whether it's an ice storm, tornado or summer thunderstorm, Mother Nature can cause havoc with power lines. You can weather the outage with the least inconvenience by preparing.

## THINK ABOUT THESE BEFORE THE STORM:

- **Light.** Secure flashlights, battery-powered lanterns and extra batteries. Avoid light sources that require flames.
- **Water.** If you depend on a well, fill bathtubs or other large containers for household use, like flushing toilets. Fill clean pitchers or jugs for drinking water. If you have livestock or poultry, secure a stand-by generator to run the well pump.



Planning to connect a generator to your home's wiring? The law requires installing a double-throw transfer switch to prevent electricity from traveling backwards from your generator out to our power lines. Double-throw switches protect the lives of WEMC line technicians.

- **Food.** Nonperishable foods that don't need cooking are ideal, like canned fruit, powdered milk, peanut butter, bread and crackers. Don't forget a manual can opener.
- **Heating/cooling.** Have blankets, sleeping bags and extra clothes, including hats. If you have a fireplace, make sure there's kindling and a good supply of wood. Be extremely careful when using alternate heating sources. Some are not approved for indoor use and could be a fire or carbon monoxide hazard. In the summer, use natural ventilation to keep cool.
- **Information.** Get a portable AM/FM radio with extra batteries for local information and a NOAA Weather Radio for weather warnings. Make sure you have a car-powered or battery-powered cell phone charger.
- **Members on life support.** It's critical that members with a medical necessity

for electricity make their own contingency plans to deal with all outages, short or prolonged. This may include relocating the patient to an alternate location.



## COPING WITH A POWER OUTAGE:

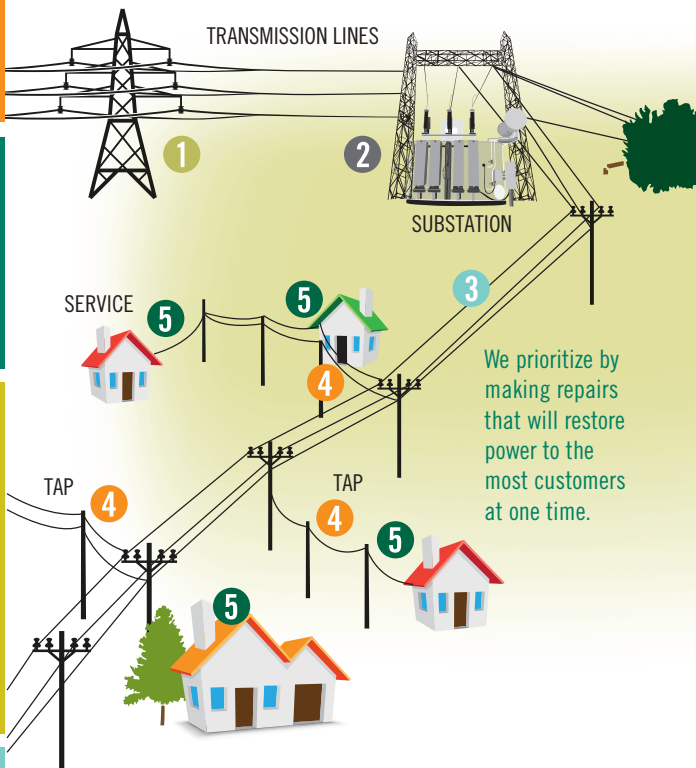
- Limit freezer and refrigerator door openings to prevent food spoilage. Food will keep longer if doors remain closed. Check items for spoilage before serving. Don't cook inside with charcoal.
- Keep door openings to a minimum and use blankets, sleeping bags and extra clothes to help stay warm. Dress in layers and wear a hat. Cover drafty windows and doors with blankets.
- If you use a portable generator, isolate it from our lines. If you don't have a double throw-transfer switch installed, plug appliances directly into the generator using a properly sized extension cord.
- Turn off large appliances that come on automatically. Make sure appliances you were using when the outage occurred are turned off. Disconnect sensitive electronics to avoid damage from surges.
- When the power comes back on, give the electric system a chance to stabilize by gradually using the appliances you turned off. Use only the most essential first and wait 10 to 15 minutes on the others, including water heating and space heating.
- If you clear trees on your property, don't remove those tangled in power lines. Stay away from any downed lines and notify us or call 911 immediately.
- Watch out for us. Our employees frequently work along road sides. Please remember to slow down and be aware of utility crews. Stay away from Walton EMC work areas. Besides being in a hazardous area, you'll slow our crew's progress.

Report power outages  
at [waltonemc.com](http://waltonemc.com) or by  
calling 770.267.2505.



ASK FOR OUR BROCHURE "WHEN A STORM HITS" OR GO TO THE STORM CENTER AT [WALTONEMC.COM](http://WALTONEMC.COM) FOR MORE INFORMATION.

# how we restore your power



- 1** Transmission lines bring power to our system from generating plants. It is rare for transmission lines to go out, but they get attention first if they do.
- 2** Substations interface transmission lines to Walton EMC's main circuits (trunk lines). Substations must be functioning before any other part of our system can work. Substations are the heart of our system and the first priority in restoring power.
- 3** Main circuits leave the substation and carry electric power throughout our service territory. Main circuits (trunk lines) serve as the backbone of our system. Very few of our lines are considered main circuits.





# protecting your electric appliances

Most power quality problems originate right inside your home. Blinks, voltage drops and electrical noise may come from faulty wiring, loose connections, poor grounding and inadequate wire size. Spikes or surges are caused when electric motors – like those in the air conditioner or power equipment – start.

Some problems come from outside. Lightning, vehicle-power pole accidents and tree limbs can interrupt the flow of electricity.

## DEALING WITH SURGES

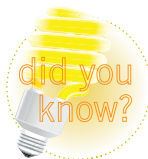
Steps to protect electronics/appliances from surges:

1. Make sure your home's electrical system is properly grounded.
2. Let Walton EMC install a meter-mounted surge suppressor. This protects large appliance motors and helps to lessen a catastrophic strike.
3. Use high quality plug-in surge suppressors on electronics and computers. If the appliance has phone or TV lines connected, those must be protected too.

## DEALING WITH INTERRUPTIONS

There are two main ways to prevent blinks: internal back up circuitry and uninterruptible power supplies (UPS). UPS systems use electricity from a wall receptacle to charge a battery bank. The batteries then power the computer or electronic device through an inverter, cushioning the protected device from blinks.

When buying electronics, look for models that feature battery or capacitor back up.



**MOST POWER SURGES COME FROM INSIDE YOUR HOME – NOT FROM OUTSIDE POWER LINES.**

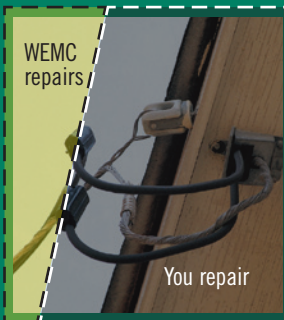
## WALTON EMC CAN HELP

Your co-op carries a full line of UPS systems as well as meter-mounted and plug-in surge suppressors. Our Real Protection suppressors are guaranteed for life. If a surge gets through anyway, your appliance motor/compressor or electronic device will be repaired or replaced. Call us for details and warranty limits



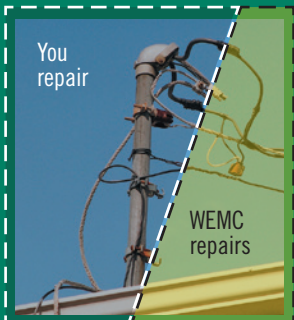
This meter-mounted surge protector gave its all in the line of duty. Nothing inside the home was damaged.

## service repair responsibility



At this home, a house knob is used to attach WEMC's service wires. The wires enter a weather head and then go inside the home.

**You are responsible for:** the house knob, weather head and wires that lead inside the home.



A service mast and weather head assembly connect to the inside wiring at this home.

**You are responsible for:** weather head, mast, meter base, wires inside these devices or inside the home.

# electrical safety



Ever wonder about paint marks like these on the ground? They show the location of underground utility lines. Each different line has its own identifying color. **Electric lines are marked red, gas lines are marked yellow, telephone and cable are marked orange** and **water is marked blue**. There are even more colors for other types of lines.

## OUTDOORS

- Stay away from Walton EMC equipment, which includes poles, guy wires, substations, underground transformers and trucks working on lines.
- Stay away from fallen power lines. Call us or 911 immediately if you see downed lines.
- Keep all objects away from power lines, including ladders, antennas and kites.
- Never touch a person who is in contact with a live power line.
- Plant trees away from overhead power lines and underground transformers.
- Don't build anything under overhead power lines.
- When you see our crews and equipment along roadsides, slow down and proceed with care.
- State law requires calling 811 before doing any type of digging or work adjacent to underground or overhead power lines.

## INDOORS

- Don't overload outlets.
- Use GFCI outlets around water, including bathrooms, kitchens, garages and outdoors.
- Use child-proof outlet covers and keep appliances and cords out of reach if you have small children.
- Don't overload extension cords. Get rid of cracked or frayed cords. Place cords out of traffic areas. Don't nail, staple, or run cords under rugs.
- Never remove the third prong of a three-pronged plug.
- Don't leave plugged-in devices where they might come in contact with water. If an electric appliance does fall in, never reach in to pull it out. First, turn off the power at the service entrance panel and then unplug the appliance. Don't use an appliance that's been wet until it's checked by a qualified repairman.

If someone comes to your home as a Walton EMC employee, ask for identification. If in doubt, call our office for confirmation.

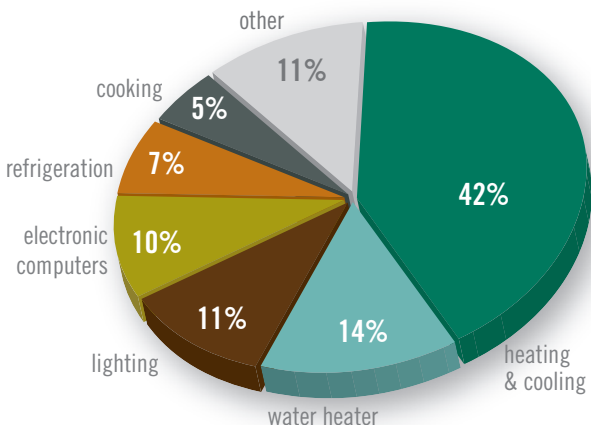
remember:  
never overload  
outlets!



# wise energy use

## MAJOR HOME ENERGY USES

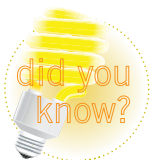
source: EA



In the average home, heating and cooling account for almost half of your energy bill. Fine tuning these two areas would make the most dramatic impact on your electric bill.

Walton EMC offers these tips for efficient energy use to keep your home more comfortable and save money.

- Maintain the heating and cooling system. Keep the filter clean, trim brush from around the outdoor unit and move furniture and rugs from over vents inside the house. It's also a good idea to have a licensed contractor give the unit a tune-up. If your system is old, consider upgrading.
- Help the system do its job. In the summer, use ceiling fans. The moving air gives a wind chill effect and allows running the air conditioner at a higher setting without sacrificing comfort. In the winter, put on long sleeves or use a blanket. It's possible to save up to three percent for every degree higher you can set the thermostat during the summer. The same is true for every degree lower the thermostat goes during the winter.



CHECK OUT [WALTONEMC.COM](http://WALTONEMC.COM) OR ASK FOR THE *HOME ENERGY CHECKUP* BROCHURE FOR MORE INFORMATION ON SAVING ENERGY.

- In the summer, move heat-producing household chores to cooler parts of the day.
- Close blinds and drapes in the summer. Use window coverings to block the sun's direct rays on the east side of the building in the morning and the west side in the afternoon. Let the sun shine in during the winter for solar heating.
- Turn off lights. An old-fashioned incandescent light bulb gives off 90 percent of its energy as heat, not light. Use compact fluorescent or LED bulbs.
- Limit door and window openings all year and don't use whole-house fans in the summer. The idea is to keep the outside air from coming inside.
- Weatherize the building. Make sure insulation and attic ventilation are adequate.
- Avoid comparing your present bill with the bill from a previous house. Homes are very different when it comes to energy features, construction techniques and the efficiency of the cooling equipment.
- Avoid comparing bills with a neighbor. No two families have the same energy habits and attitudes.
- Keep in mind how hot or cold it might have been just a few weeks ago. The electric bill you get in the mail today is really a reflection of what took place several weeks ago. It's like your child's report card; the grades you see aren't for what he did today; it's a summary of past occurrences.



A Walton EMC technician checks for cooling system leaks. Leaky ducts can waste more than one-third of your system's cooling or heating. That means you'll pay one-third more to heat and cool your home.



Your heating and cooling unit's filter may not be easy to access, but it's worth the effort. The filter on some units can be in the attic or crawl space. Depending on the type of filter, you should change or clean it every other month.

# home programs

## REFUNDS AND REBATES

**UNDERGROUND SERVICE FEE REFUND** Build a new all-electric home on significant acreage and get a refund of up to \$500\* of the base charge for underground electric service after verification.

*\*Maximum amount depends on initial amount paid.*

**HEAT PUMP REBATE** Change your old fossil fuel furnace to an all-electric heat pump and get \$200 from Walton EMC.

**WATER HEATER REBATE** Install a 40 gallon or larger electric water heater in your new home and get \$200. Replace an old fossil fuel a water heater and we'll pay \$200. Buy a Marathon water heater from us and install in a home on our lines and get another \$200.

**HEAT PUMP WATER HEATER REBATE** Perfect for damp basements, a heat pump water heater heats water for half price, and provides dehumidification and air conditioning as by-products. Install one and get a \$200 rebate per location.

**WASTE HEAT RECOVERY REBATE** Install a waste heat recovery system when you install a heat pump and get \$200 per home. The waste heat recovery unit must be connected to an electric water heater.

## EMC ALSO OFFERS...

**WALTON EMC NATURAL GAS** The same company you trust for dependable electric service can provide natural gas to your home or business with competitive pricing and superior customer service. Call 770.267.2505 or log on to [waltonemcgas.com](http://waltonemcgas.com) and sign up today.

**EMC SECURITY** Feel secure about your security company! EMC Security, owned by Walton EMC, can meet your home and business security needs. Monthly monitoring starts at \$16.95 – no contract required. Installation

charges and monthly monitoring can be added to your electric bill. Call 770.963.0305 or 706.543.4009 now for your free security evaluation. Visit [www.emcsecurity.com](http://www.emcsecurity.com) for more information.





**PRIME POWERLOAN** WEMC makes prime rate loans to install Marathon water heaters, Real Protection surge suppression and uninterruptible power supply equipment, and EMC Security systems and equipment in your home.

Loans are made at the prime rate and are limited to the cost and installation of equipment. Loans up to \$4,500 are secured by signature; all loans over that amount are secured by property deed on the premises where the improvements are installed. Applicants must meet creditworthiness standards. A reasonable origination fee is required for processing, paperwork and title searches.



**MARATHON® WATER HEATERS** Never buy another water heater. Because the Marathon's tank is seamless polybutene reinforced with filament wound fiberglass, it's guaranteed not to leak as long as you own your home. Even the outside is made of tough polyethylene, so there's nothing to rust or corrode.

Not only will the Marathon save headaches and money since it eliminates leaks and water damage, it also takes a bite out of your energy bill. Its super thick Envirofoam Insulation® keeps heat in the tank better than any water heater on the market. We make getting a Marathon easy with 90 days same as cash or 12 month financing at prime rate. Buy a Marathon from us and install it on our lines for a \$200 rebate.

For a complete list of Walton EMC home programs, check out [waltonemc.com](http://waltonemc.com)

# good community citizens

Since your co-op is local, we take a keen interest in improving and sustaining our communities. You'll be proud to know we're active in all types of civic activities. Here are just a few:

**OPERATION ROUND UP®** Walton EMC customer-owners have given over \$2 million to local causes through Operation Round Up. Customer-owners allow their electric bills to be rounded to the next dollar with the resulting change going to the Walton Electric Trust. The trust board evaluates the applications and then awards deserving causes. No Round Up money can be used to pay electric bills.

**WE'RE TAXPAYERS** Your co-op supports local communities by paying its share of taxes, including unemployment, sales, use, property and ad valorem. Franchise fees also impact our tax bill.

**WE BELIEVE IN YOUNG PEOPLE** We sponsor many opportunities to prepare our young people to be future leaders. Besides school partnerships and educational programs, we sponsor the Washington Youth Tour, Walter Harrison Scholarship, Walton Trust Scholarship, FFA/EMC Electrification Career Development Event and Cooperative Leadership Conference.



# BREAST CANCER



**WE'RE INVOLVED** Our employees work in chambers of commerce, development groups, charitable organizations, civic clubs, youth sports and religious organizations.

**OUR DOORS ARE OPEN** Does your civic or community group need meeting space? We're glad to share our Monroe and Snellville auditoriums at no charge. Call for guidelines and availability.

Walton EMC employees support a variety of charities throughout our ten-county service area.

We sponsor many opportunities to prepare our young people to be leaders.



## summary of selected service rules and regulations

**1-3: SERVICE SECURITY DEPOSIT** A service security deposit shall be collected in advance of connecting any service with respect to which the Cooperative determines that such deposit is needed to assure payment of the power bill. A deposit may be required or increased from existing customers if during a 12-month period the customer has had service disconnected for non-payment or has had three or more delinquent payments during the 12-month period.

In determining the need for service security deposits, and in fixing the amount of such deposits, the Cooperative will give careful regard to these factors:

- A. Type of service involved;
- B. Risk involved in a new business enterprise;
- C. The credit rating of the consumer;
- D. History of connects, disconnects, and reconnects at the involved premises or for the involved consumer; and
- E. Any other factor having a realistic bearing on the consumer's financial dependability.

**Residential Deposit** The deposit amount for residential customers will be determined by the results of a credit check. The deposits will be charged according to the following credit rating scale:

Low Score – \$300.00 Medium Score – \$150.00 High Score – No deposit required

Such cash deposit shall bear interest at a rate to be determined annually by the Board of Directors. Interest earned on such deposit will be credited annually to the consumer's December electric bill.

The cash deposit shall be refunded, with unpaid interest, upon termination of service, less any amounts the consumer may then owe the Cooperative.

**Commercial/Industrial Deposit** A commercial business or industry shall be required to pay a deposit amount based on the square footage of the building, a previous history of the building or projected electrical usage of the building.

The deposit amount may be satisfied by payment of cash or provision of a security bond (with a 90-day cancellation notice).

Deposits shall not ordinarily be more than two times the highest actual or estimated monthly power bill of the facility, except when service is being furnished on the basis of a written contract or when the Cooperative determines that a higher amount is necessary due to unusual circumstance.

Such cash deposit shall bear interest at a rate to be determined annually by the Board of Directors. Interest earned on such deposit will be credited annually to the consumer's December electric bill.

The cash deposit shall be refunded, with unpaid interest, upon termination of service, less any amounts the consumer may then owe the Cooperative.

**2-4: SERVICE INTERRUPTIONS** The Cooperative does not guarantee continuous and uninterrupted electric service and will not be liable for loss or damage to any consumer's equipment caused by any failure to supply electricity or by an interruption or reversal of the supply of electricity if due to any cause beyond the reasonable control of the Cooperative.

The consumer shall notify the Cooperative promptly of any defect in service or of any trouble or irregularity in the electric supply.

Whenever service is interrupted for work on lines or equipment, such work shall be done, as far as practicable, at a time that will cause the least inconvenience to the consumer. The consumer to be affected by such interruptions shall, if practicable, be notified in advance.

**2-7: PRIOR DEBTS** The Cooperative shall not be required to furnish service to an applicant who, at time of such application, is indebted to the Cooperative for service previously furnished applicant.

**5-2: METER READINGS** Electric meters of the Cooperative shall be read monthly on a pre-arranged schedule. Reading dates may vary slightly from month to month due to weekends, holidays, weather conditions, and other factors.

Where 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 use by the consumer in previous months. Since meter readings are continuous from month to month, any error in such estimate will automatically be corrected in the next month when the meter is actually read.

The Cooperative shall not be obligated to make adjustments to accounts in subsequent months which were due to variations in meter reading dates or estimated readings which were beyond the control of the Cooperative.

**5-3: INCORRECT READING OF METER** Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible, and the bills will be recalculated as nearly as possible to reflect the correct usage.

**5-4: FAILURE OF METER TO REGISTER CORRECTLY**

If a meter fails to register correctly, the consumer will be billed on an estimated consumption. Consideration will be given to consumption in months immediately preceding, consumption in similar periods of other years, comparative uses and sizes of connected loads, and other relevant facts. If the consumer disconnects service before full payment of the adjustment is received, the Cooperative will bill the consumer for the difference.

**6-1: BILLING PERIOD/PAYMENT OF BILLS** All consumers shall be billed monthly. Statements will be prepared and sent as soon as possible after the meter has been read.

Bills are due 21 days from the date of billing, provided such date is a normal workday for the Cooperative. If it is not, then the bill shall be considered due on the next regular day of work.

On the following month's bill, a disconnect date will be printed advising the consumer that he/she has until the close of business on that date to pay the bill in full to avoid disconnection.

Payment of electric bills may be made via any authorized payment option or in person at any Cooperative office. The mailing address for payments is Walton Electric Membership Corporation, P. O. Box 1347, Monroe, Georgia 30655, or you may pay in person at any of the Cooperative offices in Monroe, Snellville, or Watkinsville. Failure to receive electric statement does not release consumer from payment obligation.

**6-3: ADJUSTMENT OF BILLS** If a meter is found to be more than two percent in error (plus or minus) the Cooperative will rebill and adjust the consumer's bill. Each adjusted bill will be estimated based upon all known pertinent facts.

Whenever it is found that for any reason other than incorrect calibration the metering apparatus has not registered the true consumption, the consumer's consumption during the entire period of incorrect registration will be estimated, based upon all known pertinent facts, and the consumer's bill for such period will be adjusted accordingly.

**6-4: LATE FEE, COLLECTING, DISCONNECTION FOR FAILURE TO PAY, SERVICE FEE, AND AFTER HOURS SERVICE FEE** Consumer accounts that remain unpaid as of the next bill will have a late fee added to the account balance equal to the greater of five percent of the arrears amount or \$20.00. Consumer accounts that have a previous unpaid balance which remains unpaid as of the disconnect date on the billing statement will be subject to disconnection.

All consumers whose service has been disconnected for failure to pay their bills in accordance with the provisions of Section 6-1 must make payment in certified funds, in person, over the phone or by Internet, during regular office hours (before 5 p.m.) in order to have the service connected that same day. Disconnected services, for which payments are received after regular office hours by any authorized payment option, will not be connected until the next business day. Payments will not be accepted in the field except during regular business hours.

The Cooperative reserves the right, at its own discretion, to install a device to disconnect and reconnect a consumer's electric service from a remote location. When a disconnection or reconnection is performed by a remote device, the consumer is not relieved from the additional charges listed in this section. For the purposes of tampering, as described in Section 6-5, the disconnect/reconnect device is considered as part of the meter and is owned by the Cooperative.

Factors that the Cooperative will use to determine the need for a remote disconnect/reconnect device include the consumer's payment history, difficulty in accessing the meter, or any other factor that the Cooperative may deem important to ensure the safety of its field representatives.

All consumers whose service has been disconnected for failure to pay their bills in accordance with the provisions of Section 6-1 shall be required to pay the delinquent account, plus the following:

- A. A field service fee of \$30.00
- B. Any meter investigation fees, if assessed
- C. Any special service fees, if assessed
- D. Consecutive Trip fees of \$30.00 per trip
- E. Reconnect Service fee of \$30.00

Additional service fees will be charged for each consecutive trip required by the account.

Special service fees may be assessed for any service work performed, at the sole discretion of the Cooperative, outside of normal business hours. Fees are based on a rate of \$150.00 per hour with a one-hour minimum.

The Cooperative will not be liable for loss or damage to any consumer's equipment or property caused by disconnection for failure to pay.

#### **6-5: OTHER REASONS FOR DISCONNECTION**

- A. Service may be disconnected immediately 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. Refusal of access to consumer's meter or if access thereto is obstructed or hazardous.
  - 6. Fraudulent activity, including unauthorized reconnection.

If no immediate safety hazard exists, every effort will be made to give reasonable notice before disconnection.

- B. Electric service will be reconnected in the above cases under the following conditions:
1. Correction of infraction.
  2. Payment for any unmetered current if applicable.
  3. Payment of applicable reconnect fee.
  4. Payment of a \$100.00 first offense meter investigation charge, additional \$100.00 accumulative charge thereafter, plus the cost of restoring service, in case of A1 or A2 above.
  5. Member must agree to comply with reasonable requirements to protect Cooperative against further infractions.
  6. Payment for any damages to Cooperative property.
- C. Service may be disconnected, but only after notice and reasonable time to correct any infraction has been allowed, for the following reasons:
1. For violation of and/or non-compliance with any applicable state or other local laws, regulations and codes pertaining to electric service.
  2. For non-compliance with bylaws, rules and regulations of the Cooperative.

Electric service disconnected for above reasons will be reconnected upon correction of infractions under same conditions as if consumers had requested disconnection.

The Cooperative will not be liable for loss or damage to any consumer's equipment or property caused by disconnection for failure to pay.

## 6-6: RETURNED PAYMENTS

- A. **Non-Delinquent Accounts** When a payment received for a consumer's non-delinquent account is returned unpaid by the financial institution for any reason (not the fault of the Cooperative), the Cooperative will notify such consumer by letter allowing five working days for payment. A charge of \$30.00 will be added to the consumer's account to cover the additional cost involved in processing the returned payment.
- B. **Delinquent Accounts** Returned payments received for a consumer's delinquent account, deposit, or transferred balance may be field collected or disconnected immediately regardless of the customer having received a letter allowing five working days for payment. A \$30.00 charge for processing the payment plus a \$30.00 charge for each trip to collect, plus the amount of the payment, shall be paid in full with cash, money order, or certified funds, or service may be disconnected.

6-8: **LEVELIZED BILLING** A member may be offered the option with the Cooperative's approval to use a payment method which has the effect of a levelized bill. An additional security deposit may be required based on the member's past payment history. Details of this billing method are available upon request.

To view the complete service rules, log on to [waltonemc.com](http://waltonemc.com).

# contact us

Our customer service representatives are eager to give you prompt, personal service.

## HOURS

### Front Counter

Weekdays, 8 AM to 5 PM

### Call Center

Weekdays, 7 AM to 7 PM

### Outages/Emergencies

24 Hours, 365 Days

## OFFICE LOCATIONS

### Monroe

842 Hwy. 78 NW

### Snellville

3645 Lenora Church Rd.

### Watkinsville

2061-D Hog Mountain Rd.

## PHONE

770.267.2505

Foreign Language

Interpretation Available



LanguageLine  
services

## INTERNET

waltonemc.com

## MAIL

### Bill Payments Only

P.O. Box 1347

Monroe, GA 30655

### Other Correspondence

P.O. Box 260

Monroe, GA 30655



Every day, our courteous and friendly call center representatives, like Sirredia Huff, use their training and skill to meet the needs of Walton EMC customer-owners.