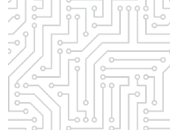




**BRUNSWICK ELECTRIC**  
MEMBERSHIP CORPORATION

## MEMBER HANDBOOK





JOSH WINSLOW, CEO

## On behalf of the Board of Directors and employees, welcome to Brunswick Electric Membership Corporation

BEMC operates on a not-for-profit business model and is 100 percent owned by the members it serves – you! We're committed to providing the safest, most reliable electricity at the lowest possible cost. But being an electric cooperative means much more than just providing electricity. It means striving every day to make a brighter future for our members, and to make a difference in the world in which they live.

We serve our local members by:

- supporting our local communities
- maintaining affordable rates through targeted energy-efficiency programs
- offering flexible, value-added services to fit each member's lifestyle
- practicing environmental stewardship and sustainability

You are invited to read through this guide to learn more about your co-op, the services we provide, and the programs we offer to benefit the community. Can't find what you are looking for? Please call and speak with our member services team at 800-842-5871, Monday through Friday between 8 a.m. and 5 p.m. or stop by one of our three offices. We're here to serve you and we look forward to meeting you.

Thank you,  
**Josh Winslow**  
CEO

# 7 Cooperative Principles



## OPEN AND VOLUNTARY MEMBERSHIP

Open to all persons able to use services and accepting of responsibilities.



## DEMOCRATIC MEMBER CONTROL

Members actively participate in setting policies and making decisions.



## MEMBERS' ECONOMIC PARTICIPATION

All members invest in their co-op. People, not shareholders, benefit from profits.



## AUTONOMY AND INDEPENDENCE

Co-ops never compromise their democratic member control.



## EDUCATION, TRAINING, AND INFORMATION

Opportunities for members, employees and greater community.



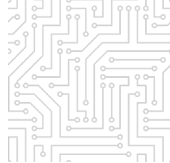
## COOPERATION AMONG COOPERATIVES

Working together is the best strategy to empower members and build a stronger economy.

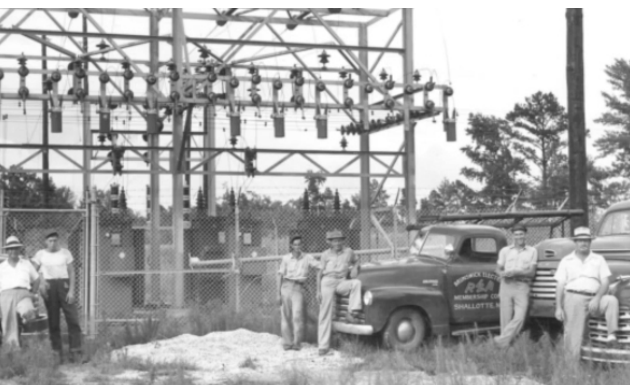


## CONCERN FOR COMMUNITY

Contribute to sustainable development of their communities by sourcing and investing locally.



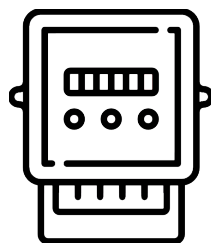
# BEMC Overview



1939

Energized our first lines

approximately  
**110,000**  
meter locations in Brunswick, Columbus,



co-op in  
North Carolina



10

board members, democratically  
elected by the membership, tasked  
with governance and oversight of  
the cooperative's performance



Employ  
more than

**180**

Office locations in  
Supply, Whiteville and  
Southport/Oak Island



**99.9%**

Consistently achieve a  
reliability rating of greater than  
99.9%, which is the amount of  
time your power is on

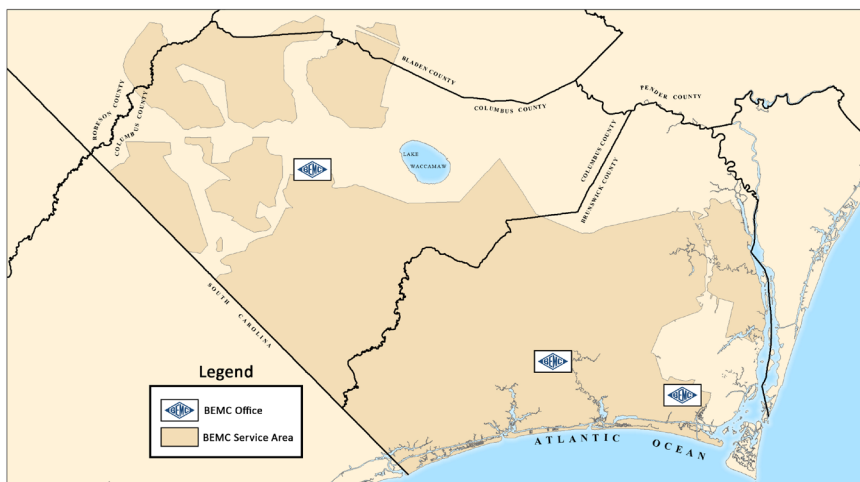
# Power Source

BEMC is a distribution cooperative.

BEMC builds and maintains over 7,065 miles of local, member-owned transmission and distribution power lines. Power is purchased through our partnerships with NC co-ops, which allows us to leverage low-carbon sources of electricity at the best market prices. BEMC utilizes integrated grid technologies to ensure reliability and value for the membership.

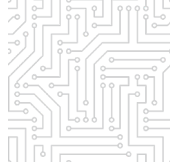


## Service Area



BEMC serves Brunswick, Columbus, and parts of Bladen and Robeson counties.





# Bill Payment Options



**SmartHub:** use your computer, smart phone or tablet to view your bills, and make secure payments. Monitor your energy use 24/7 and set threshold alerts to prevent any surprises on your bill. Download SmartHub for free at the Apple Store or Google Play.

**Automatic Draft:** on time, every time.

**24/7 automated phone system:** call 866-934-6830.

**Bill Payment Terminals (BPTs):** located throughout our service area. Visit [bemc.org](http://bemc.org) for a complete list of locations.

**PrePay Power:** take control of your spending with PrePay Power. Pay for your power in advance and only buy more when you need more.

**Equalized Billing:** evens out the seasonal variations in your electric bill so that you pay a standard amount each month.

**By Mail:** please be sure to allow at least five (5) business days for your payment to reach us.

**In-person:** at any of our three locations – Supply, Whiteville, or Southport/Oak Island, during business hours of 8 AM – 5 PM, Mon-Fri. Pay your bill at the counter or drive-through window, or after hours through the night depository.

**For more information on payment options,  
please call 800-842-5871.**

# Explaining Your Bill

WHO DO I CALL  
IF I HAVE  
QUESTIONS?

MY METER #  
AND DETAILS

HOW MUCH  
ELECTRICITY  
AM I USING?

HOW TO PAY  
MY ELECTRIC BILL

There are many  
options to  
choose from.  
(BPT locations  
listed below)

WHAT DO I OW  
AND WHEN  
IS IT DUE?

If you are on  
automatic draft,  
that will be  
indicated.

BREAKDOWN  
OF MONTHLY  
CHARGES

RETURN THE  
BOTTOM PORTION  
OF THE BILL  
WITH PAYMENT

20201

**BEMC** BRUNSWICK ELECTRIC  
www.bemc.org

PO Box 826  
Shalotte, NC 28459-0826

Shalotte Headquarters: 810-754-4391  
Shalotte Office: 810-642-2011  
Southern/Cris Head Office: 810-457-9808  
Toll Free: 800-842-5871  
Outage Reporting: 800-692-5309  
Pay by Telephone: 866-934-6830

MEMBER NAME  
ADDRESS 1  
ADDRESS 2

4 521

**Statement Date** 07/07/2021  
**Account Number** 3422000000  
**Payment Due** 07/23/2021

**Service Summary**

Previous Balance	212.81
Adjustments	0.00
Payment Received 06/23/2021	Thank You! -212.81
Balance Forward	0.00
Current Charges	216.66
<b>Paid By Draft on 07/23/21</b>	<b>216.66</b>

**Important Message**

Beat the Peak is a voluntary program aimed at helping keep power costs down for the entire membership. Visit [bemc.org/beat-peak](http://bemc.org/beat-peak) for more info. Please call 800-842-5871 to verify the contact information on your account, so you don't miss the alerts.

Account # 342200000 Phone # (810) 600-0000 Service Address 4100 DUNE 1

Meter Number	Rate Schedule	Service Location	From	To	Days	Readings	Present	Meter	kWh	Billing
						Previous		Multiplier	Usage	Cycle
000000000	1-RESIDENTIAL SERVICE	242 24 000	05/03/2021	07/29/2021	20	18372	20902	1	1,530	1

**kWh Usage History**

**Current Service Detail**

Base Facility Charge	29.75
1,530 kWh @ 0.1022	155.37
Reps Rider	0.33
Security Light	10.95
Coal Ash Mgmt @.00333 Per Kwh	5.09
Sales Tax	14.17
<b>Total Current Charges Paid by Draft</b>	<b>216.66</b>

Period Ending 07/2020 07/2021  
Avg Daily Temp 77 78  
Avg Daily kWh 54 53  
Avg Daily Cost \$5.49 \$5.39

▲ KEEP  
▼ SEND Please do not staple or paperclip.

**PAYMENT OPTIONS:** (call us or visit [www.bemc.org](http://www.bemc.org) for details)

- Make checks payable to: **Brunswick Electric**
- Automatic Draft of your bank account or credit card
- E-pay Online at [www.bemc.org](http://www.bemc.org)
- Credit Card Authorization by telephone at 866-934-6830
- Bill Payment Terminals (BPTs) - all BEMC offices 24/7 and 6 other locations
- Night Deposit Box at every BEMC office
- By Mail - please allow time to reach us by due date
- Equalized Billing -- to help even out seasonal variations in your bill

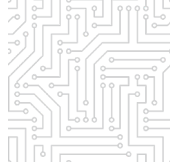
MEMBER  
MEMBER  
ADDRESS 1  
ADDRESS 2

BRUNSWICK ELECTRIC MEMBERSHIP CORP.  
MAIL PROCESSING CENTER  
PO BOX 580348  
CHARLOTTE NC 28258-0348

3422401603 000021666 8

**Questions? Call us at 1-800-842-5871 Business hours are 8am-5pm Mon-Fri**

You can pay your bill anytime by credit or debit card by calling 1-866-934-6830 or pay by cash, check or debit/credit card at any BEMC Bill Payment Terminal listed below.



# If Your Power Goes Out

If you are calling to report an outage, the location of your outage can be identified immediately by the phone number we have associated with your physical address. If you are not calling from the outage location, phone, when prompted, enter the phone number of the location where your outage is occurring. To see a current list of outages, visit [outage-maps.bemc.org](http://outage-maps.bemc.org).



## To Report an Outage:

text  
"outage" to 800-682-5309

use  
**SmarterHub**

call  
**800-682-5309**

online outage form  
[bemc.org/report-power-outage](http://bemc.org/report-power-outage)



# Energy Programs



## Connect to Save

With Connect to Save, we work together to reduce energy use on the hottest and coldest days of the year to save you money and help keep rates affordable for everyone.

There are two ways to save.

1. If you have a smart thermostat, enroll it in our program and receive a \$50 incentive and \$4 monthly credit on your bill.
2. If you don't have a smart thermostat, get one through our program for free or as low as \$25, have it professionally installed for free, and earn a \$50 annual incentive.

## Community Solar

Members who wish to generate their own renewable electricity, but don't want the hassle of installing or maintaining their own solar array may participate in our community solar program by purchasing the output of one or more solar panels.



BEMC has two community solar farms, one in Brunswick County and one in Columbus County, with more than 700 panels available for lease through this program.



## Rooftop Solar

Members who want to generate their own renewable electricity, but maintain a connection to the grid, are fairly compensated by BEMC for their solar panels' output.

Owners of small renewable energy systems receive monthly retail credit for a portion of the electricity their panels generate.

## Time of Use

BEMC has a Time of Use (TOU) Rates will use more electricity when demand is low or during off-peak hours by paying less per kWh than our standard energy usage charge.



### On-Peak Summer



April 16 - October 15  
2 p.m. to 6 p.m.  
Weekdays

### On-Peak Winter



October 16 - April 15  
6 a.m. to 9 a.m.  
Weekdays

### Super Off-Peak



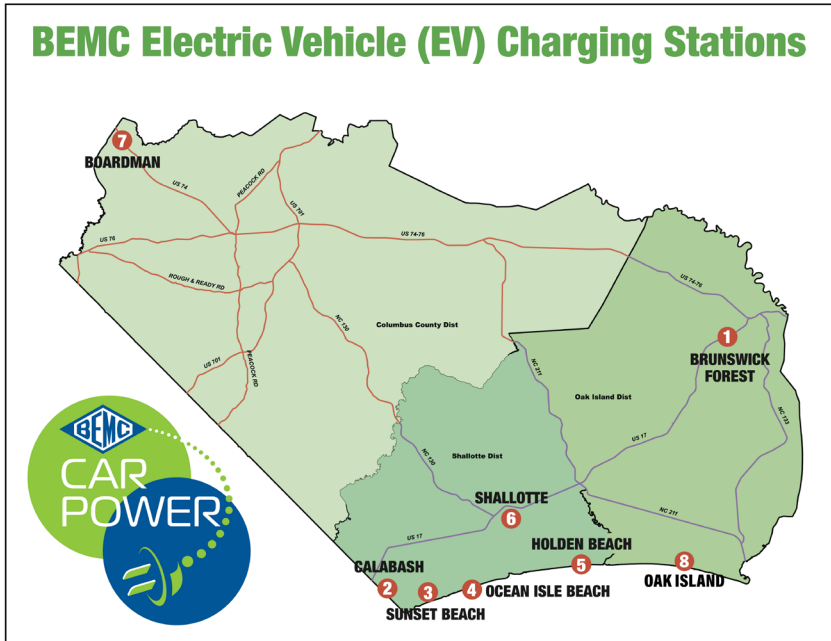
10 p.m. to 5 a.m.  
Every day

This rate plan encourages you to use less energy when electricity demand is high or on-peak hours. It is ideal for those who can avoid using high-wattage appliances during on-peak hours.

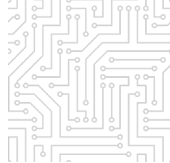
For more information on on these programs,  
please call 800-842-5871.

# EV Charging Stations

BEMC has eight electric vehicle (EV) charging stations across our service territory.



1. Brunswick Forest, 1112 E. Cutlar Crossing, Level II charger
2. Calabash, 1045 River Road, Level II charger
3. Sunset Beach, 419 Sunset Blvd., Level II charger
4. Ocean Isle, Monroe St., Level II charger
5. Holden Beach, 107 S. Jordan Blvd., Level II charger
6. Shallotte, 123 Mulberry St., Level II charger
7. Boardman, 1029 Old Boardman Rd., DC Fast Charger
8. Oak Island, 182 Southeast 46th St., Level II Charger



# Community Programs



## Warm Homes, Warm Hearts:

This program allows our service territory members to help keep their neighbors warm during winter by donating funds to this campaign. Every year, BEMC matches up to \$50,000 for all donations. All funds from this program are administered to members in need through Brunswick Family Assistance and the Columbus County Department of Aging. Since 2008, more than \$1 million has been raised for this heating assistance program.



## NC Electric Cooperatives Youth Tour:

BEMC sponsors two students each year to visit Washington D.C. through the Electric Cooperative Youth Tour. During their trip, students meet federal elected officials, learn about our nation's history, the cooperative business model, and the importance of civic engagement.



## College Scholarship Program:

BEMC awards two scholarships of \$5,000 each to high school seniors from Brunswick County and the Columbus County area served by BEMC.



### Carolina Country Magazine:

As a member of BEMC you will receive a free copy of Carolina Country each month. The magazine is filled with stories of people across the state, our monthly newsletter, tips for saving energy, recipes and more.



### Supporting Innovation in Classrooms:

The Bright Ideas grant program was created in 1994 at Brunswick Electric and has since been adopted by all electric co-ops in North Carolina. This program provides funds to teachers for special, innovative classroom projects that may otherwise not be funded. To date, the program has provided almost \$11 million in education grants across the state.



### Funding for Community Service Projects:

Each year, BEMC provides about \$35,000 in grants to community groups and non-profit organizations that make a difference in the lives of our members. Funding for these grants comes from the equipment auction at our annual membership meeting. Since 2003, BEMC has granted more than \$750,000 to area non-profit organizations.



### Weatherization Loans:

BEMC provides low-interest loans to qualified members to help you make energy efficiency improvements to your homes and businesses.



## IMPORTANT NUMBERS

Brunswick Electric Customer Service	800-842-5871
Supply Headquarters	910-754-4391
Whiteville District Office	910-642-5011
Oak Island District Office	910-457-9808
BEMC Automated Payment System	866-934-6830
North Carolina No Cuts	800-632-4949 or 811

## OFFICE LOCATIONS

### Headquarters

795 Ocean Hwy W  
Supply, NC 28462

### Whiteville District Office

2228 New Britton Hwy E  
Whiteville, NC 28472

### Southport/Oak Island District Office

4335 Southport-Supply Rd  
Southport, NC 28461

Mon-Fri. 8:00 am – 5:00 pm

To report an outage, please call  
800-682-5309



Brunswick Electric Membership Corporation  
PO Box 826, Shallotte, NC 28459  
[www.bemc.org](http://www.bemc.org)