



Covington Electric Cooperative, Inc.

A Touchstone Energy® Cooperative



WHO IS COVINGTON ELECTRIC COOPERATIVE?



Since 1944, Covington Electric Cooperative — a Touchstone Energy Cooperative — has delivered reliable and affordable energy to the communities it serves. As a cooperative that serves local members just like you, we do not answer to out-of-town shareholders. Our focus is how to best serve you.

CEC covers more than 2,700 miles of power lines throughout Covington, Coffee, Crenshaw, Dale, Geneva and Escambia counties, with office locations in Sanford and Enterprise.

We offer more than just electricity. We are a community-focused cooperative, providing jobs and investing in the region by granting scholarships, providing electrical safety tips, sponsoring local students in the youth tour, offering energy audits and more.

Being a member of a cooperative sets you apart from other electric utilities in a variety of ways. Our board of trustees are local residents and business owners who are elected by you. Your opinion matters. As a cooperative member, you have the opportunity to have your voice heard. And since cooperatives belong to the communities they serve, any excess revenue is given directly back to members over time through capital credits. Another benefit of membership is working with other electric cooperatives throughout the state, region and country to restore power during major outages, develop new technologies and build infrastructure.

CEC is committed to bringing you the best member experience possible.

CONTACT US

800-239-4121

To report an outage:
800-239-1193

covington.coop

OFFICE LOCATIONS

Sanford (main office)
18836 U.S. Hwy. 84
Andalusia, AL 36421
Hours: 7:30 a.m.-4:30 p.m.
Monday-Friday

Enterprise
19349 Hwy. 134
Enterprise, AL 36330
Hours: 7:30 a.m.-4:30 p.m.
Monday-Friday



Mission Statement

Keeping our core priorities in focus 24/7: Safety, Service, Member Satisfaction, and Employee Development.

THE SEVEN COOPERATIVE PRINCIPLES

CEC is an electric cooperative. But what does that mean? There are seven principles that make us different than other electricity providers.



1

VOLUNTARY AND OPEN MEMBERSHIP

A cooperative is a voluntary organization, open to all people who can use available services and accept membership responsibilities.



2

DEMOCRATIC MEMBER CONTROL

A cooperative is a democratic organization controlled by members who participate in setting policies and decision making.



3

MEMBERS' ECONOMIC PARTICIPATION

Members contribute capital to their cooperative. This capital is used to operate and benefits the member in proportion to the amount of business they do with the cooperative.



4

AUTONOMY AND INDEPENDENCE

No matter what agreements the cooperative may enter with other organizations, members maintain control and the cooperative remains independent.



5

EDUCATION, TRAINING AND INFORMATION

Cooperatives provide education and training for members, elected officials, managers and employees so they can effectively contribute to the development of the cooperative.



6

COOPERATION AMONG COOPERATIVES

Cooperatives serve their members by working together with local, regional, national and international organizations.



7

CONCERN FOR COMMUNITY

Cooperatives work for the sustainable development of their communities through policies supported by the membership.

COVINGTON ELECTRIC MAKES IT EASY TO PAY YOUR MONTHLY BILL!



AUTOMATIC BANK AND CREDIT CARD DRAFT

With just a few easy steps, you can have your payment automatically deducted from your checking account monthly. Members who pay their bill by bank draft will receive a monthly statement noting the amount to be drafted from their bank account.



CREDIT CARD

CEC accepts American Express, Discover, Visa and Mastercard.



BUDGET BILLING

With budget billing, you pay a predetermined amount each month. Periodically, your budget amount is reevaluated to make sure you are only paying for the amount of electricity that you use. This service is subject to credit approval, and an adequate credit rating is required.



IN PERSON

Visit either CEC branch during normal business hours Monday-Friday, 7:30 a.m.-4:30 p.m., to pay your bill. CEC has locations in Sanford and Enterprise.



ONLINE

Visit covington.coop to pay using our secure website. Click on the "My Co-op Account" button on the top right portion of the website.



BY PHONE

Members can pay their electric bill over the telephone with no waiting using the automated telephone attendant. To pay by phone, dial 800-239-4121.



MOBILE APP

Pay on your mobile device by downloading the CEC app, available for both Android (Covington Connect) and iPhone (CEC Connect).



KIOSK

Our kiosk is available 24/7 in the front entrance of the Sanford, Enterprise and Samson offices.



MAIL

You can mail your bill payment to CEC at the following address:

Covington Electric Cooperative
18836 U.S. Hwy. 84
Andalusia, AL 36421



PREPAY WITH FLEX ADVANTAGE

CEC members can purchase a set amount of kilowatt-hours in advance and avoid delinquent fees and deposits for service. System alerts notify participating members when their kilowatt-hours are getting low.



PAY WHERE YOU SHOP

Pay your bill or add money to your Flex Advantage account at participating retailers like Dollar General, CVS Pharmacy, Family Dollar, Wal-Mart and more. To use this program, you'll need a unique barcode. To get your barcode, visit covington.coop and click on the "Pay Where You Shop" link.



NO NEED FOR A MAILED STATEMENT? GO PAPERLESS!

CEC members can register their accounts online at covington.coop and choose to receive a link to access their electric bill.



TRANSLATION SERVICES ARE AVAILABLE FOR YOU!

CEC offers translation services to people with limited English proficiency at all CEC offices.

EVERYTHING YOU NEED TO KNOW ABOUT CAPITAL CREDITS



As a member of Covington Electric Cooperative, you get back what you put in. While investor-owned utilities return a portion of any profits back to their shareholders, electric cooperatives operate on a not-for-profit basis. Instead of returning leftover funds to those who may not live or work in our service area, we retire capital credits periodically based on how much electricity you purchased during a given year.



WHAT ARE CAPITAL CREDITS?

Capital credits are margins credited to members based on electricity used from CEC. These credits are used by the cooperative as working capital for a period of time and then paid back to members when the board votes to retire capital credits.

HOW DOES IT WORK?

Each year, CEC sets rates to generate enough money to pay operating costs, make payments on any loans and provide an emergency reserve. At the end of the year, CEC subtracts operating expenses from the operating revenue collected during the year. This result is the margin used to allocate capital credits.

HOW MANY CAPITAL CREDITS WILL I GET?

Capital credits are based on how much electricity a member used in a given year.

SHOULD I EXPECT CAPITAL CREDITS EVERY YEAR?

Annually, the CEC board of trustees discusses whether to retire capital credits based on the financial condition of the cooperative. Some years, the cooperative may experience high growth, or severe storms may result in the need to spend additional funds to repair or rebuild power supplies. This could mean increased expenses for CEC, which could result in the board deciding to not retire capital credits.

WILL I LOSE CAPITAL CREDITS IF THOSE AREN'T RETIRED?

Capital credits are allocated for every year members have been served by CEC and are maintained until the board retires them. You won't lose capital credits.

HOW WILL I RECEIVE MY RETIRED CAPITAL CREDITS?

Inactive or former members will receive capital credits via check. If you have moved, it's important to let CEC know your new address so future capital credits can be mailed to you. The minimum amount to receive a printed check is \$30. Active and current members will see the capital credits as a separate line item credit on their electric bill.

A COOPERATIVE WITH A COMMUNITY FOCUS



Covington Electric Cooperative is more than a power provider. Our employees and board of trustees live and work in the same communities as you. We have a vested interest in our region that goes beyond keeping the lights on. Here are a few of the ways we are community focused and member driven.

811

If you have a project that requires digging, call 811 before you begin. From there, the appropriate utility company will be notified of the project and will send professionals out to mark underground utility lines with flags, spray paint or sometimes both. This helps protect homeowners, contractors and utility lines that we all use.

YOUTH TOUR

CEC joins electric cooperatives throughout Alabama by sponsoring high school juniors to attend the Montgomery Youth Tour. Taking place each March, participants have the opportunity to visit many historical sites in downtown Montgomery. Students also have an opportunity to compete for four slots to attend the national youth tour in Washington, D.C. The purpose of the tour is to inform youth about how cooperatives benefit members, to see how government works up close, and to meet other young people.

SCHOLARSHIPS

Each year, CEC offers two \$1,000 scholarships (one for a senior heading to college and one for a senior heading to technical college) at each high school served by CEC. The schools in the CEC service area include Brantley, Kinston, Straughn, Samson, Pleasant Home and Red Level. In addition, CEC offers two \$1,000 at-large scholarships that will be awarded to eligible high school seniors attending a school not served by CEC. One will go to a student pursuing a four-year degree and one will go to a student pursuing a technical degree.

SOLAR DEMONSTRATION PROJECT

At CEC headquarters, there is a 9.6 kilowatt-hour solar demonstration project that helps evaluate solar energy technology. Members have expressed a desire for renewable energy, and this project allows CEC to learn about the advantages and disadvantages of solar energy. You can monitor the solar project's output at covington.coop.

ANNUAL MEETING

Each April, CEC invites its members to participate in the cooperative's annual meeting. This is the most important meeting of the year for CEC. During this meeting, members have the opportunity to vote for the board of trustees, hear from CEC leaders on the fiscal health of the cooperative and updates on programs, enter for prizes, and much more.

WIRING CLASSES

Learning how to properly and safely use electricity is a skill that benefits an individual for life. CEC offers wiring classes to local school systems where students gain firsthand knowledge about basic wiring and environmental awareness. The class introduces students to basic electrical wiring processes and promotes the proper use of wiring tools and electrical safety. Plus, classes are taught by highly trained CEC representatives.

BRIGHT IDEAS

With the Bright Ideas grant program, CEC empowers local teachers with the funds to bring projects to life that aren't covered by traditional means. The cooperative offers grants to support these creative and innovative ideas that engage students and help make learning fun. The program is available to teachers in grades K4-12 in public and home schools served by CEC.

To learn more about CEC's community involvement and programs, visit covington.coop.

THE BENEFITS OF BEING A MEMBER



ENERGY AUDITS & DIY TIPS

Members who seek to find the best ways to conserve energy in their home can request a free energy audit from CEC. A representative will visit the member's home and determine what energy-saving measures should be implemented. CEC also has Do-It-Yourself energy audit tips on its website that can help members learn about ways to help make low-cost or no-cost changes to lower their energy consumption.

GREEN POWER CHOICE PROGRAM

"Green Power" is a term for electricity that is partially or entirely generated from environmentally preferred renewable energy sources such as solar, biomass, wind, geothermal and hydro. CEC and its wholesale power provider, PowerSouth, work together to provide Green Power options to co-op members. Hydro power has been a mainstay at PowerSouth for decades. In recent years, solar, wind and methane gas have been added to PowerSouth's generating mix.

EV REBATE PROGRAM

Do you own or lease a plug-in all-electric vehicle (EV)? CEC members with battery electric vehicles registered within our service territory can receive \$100 by completing our registration application online. Members are eligible to receive one registration incentive per vehicle. By registering your vehicle, you help us better understand how members are utilizing their power so we can manage long-term infrastructure and efficient rate planning, putting money back in your pocket.

ENERGY EFFICIENCY LOANS

Want to upgrade your home to be more energy efficient? CEC can help qualifying members through the Co-op Energy Efficiency Loan Program. This program is made possible through a partnership with CEC, PowerSouth and Regions Bank. The Co-op Energy Efficiency Loan process begins with a phone call to CEC. Qualifying members will be given instructions on how to complete a simple loan process over the phone, and, if approved, they will hire a contractor to make the recommended upgrades. Monthly payments are made through Regions Bank.

Note: To apply for an energy efficiency loan, members must own their residence, be a CEC member for a minimum of one year in good standing with the co-op.

WATER HEATER PROGRAM

CEC sells 50-gallon water heaters to members at a reduced cost.

HEAT PUMP REBATES

CEC members who upgrade their heat pumps may qualify for a rebate through cooperative's incentive program. CEC offers rebates for mini-split heat pumps and dual fuel heat pumps in site-built homes. CEC members who live in a manufactured home and upgrade their HVAC system, may qualify for a rebate. Split or package air-source heat pumps qualify only when changing out an electric furnace in a mobile home.

SURGE PROTECTION

A power surge can happen at any time. CEC sells surge suppression equipment to protect electronics against damage during power surges. For member safety, CEC technicians must install and test the surge protection device.

CO-OP CONNECTIONS CARD

As a CEC member, you qualify for a free Co-op Connections Card. With this card, you are privy to numerous discounts from many local and nationwide businesses. To sign up and find a complete list of participating retailers, visit connections.coop.

ALABAMA LIVING MAGAZINE

As a CEC member, you will receive a complimentary copy of Alabama Living each month. In each edition, you can stay up to date with the latest happenings at CEC, read about local businesses and residents, discover new recipes, and so much more.

ELECTRICAL EMERGENCIES

When it's a downed power line, electrical shock or electrical fire, leave it to the professionals to resolve these issues. In case of an emergency, call 911!

DOWNED POWER LINE



Never touch a downed line and never drive up or get close enough to inspect one. Call CEC immediately at 800-239-4121 or 800-239-1193 after hours. Then call 911 to report the line to them.

ELECTRICAL FIRE



Make sure everyone is evacuated from the structure and call 911. In the case of a small fire such as coming from an appliance, unplug the appliance or turn off the power to it. Do NOT touch the appliance and never put water on an electrical fire. Use a fire extinguisher recommended for electrical fires. If the fire has affected your entrance wiring or meter, call CEC.

ELECTRICAL SHOCK



Call 911 immediately. Never touch someone who or something that has been exposed to live, indoor electricity. Shut off the power immediately by turning off the circuit breaker or unplugging the fuse. If that is not possible, call CEC. When someone is in contact with a live outdoor wire, call CEC and ask them to turn off the power.



To reach customer service: **800-239-4121**

To report an outage: **800-239-1193**

covington.coop