

Every Connection Matters

# Welcome to



## Who is CEC & Buzz Broadband?

We're glad you're here—and welcome to the cooperative difference. Founded in 1944, Covington Electric Cooperative (CEC) is a not-for-profit, member-owned electric cooperative providing reliable electric and broadband internet services to the communities we serve. Because CEC is owned by our members (not outside shareholders), our focus is on you. CEC serves more than 2,800 miles of power lines in parts of Covington, Coffee, Crenshaw, Dale, Geneva, and Escambia counties. Our wholly-owned subsidiary, Buzz Broadband, is a fiber broadband company with more than 9,000 subscribers.

We're grateful for the trust you place in us. If you have questions about your account, programs, or ways to save energy, our team is here to help. CEC looks forward to serving you for years to come.

**Mark Parker**  
CEO & President



### **Our Mission:**

*To deliver reliable electric and broadband services that enhance lives and empower our communities.*

## Core Values



Safety



Service



Efficiency



Training &  
Development

# CEC Board of Trustees



**Charles Grace**  
District I



**Dr. Bill King**  
Sec./ Treas.  
District II



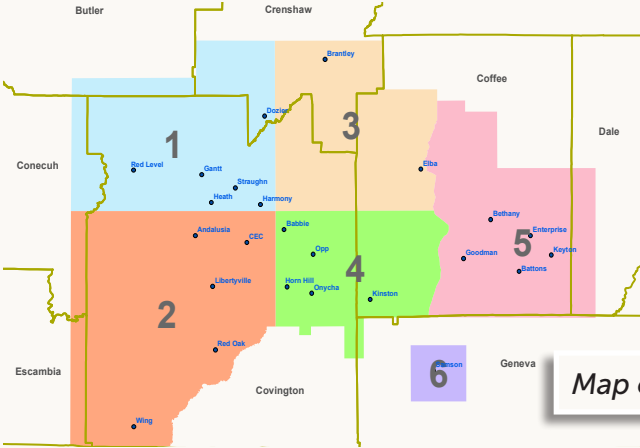
**W.B. Smith Jr.**  
Chairman  
District III



**Jenelle H. Smith**  
District IV



**Trey Martin**  
Asst. Sec./ Treas.  
District V



**Patricia Janasky**  
Vice Chairman  
District VI

*Map of CEC Districts*

## The Seven Cooperative Principles

CEC operates according to the *Seven Cooperative Principles*, which ensure that co-ops operate democratically, equitably, and sustainably while serving their members.

**1** Voluntary Membership

**2** Democratic Control

**3** Member's Economic Participation

**4** Autonomy & Independence

**5** Education, Training & Information

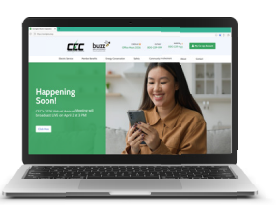
**6** Cooperation Among Cooperatives

**7** Concern For Community

For more information about CEC, check out [covington.coop/about](http://covington.coop/about)

# Easy Ways to Pay Your Bill

CEC offers multiple convenient payment options



## Online

Manage your account at [covington.coop](http://covington.coop) using My Co-op Account



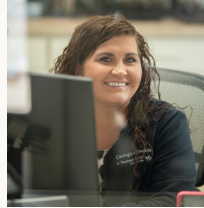
## Phone

Automated system at 800-239-4121



## Kiosk

24/7 at CEC offices in Sanford and Enterprise; and All-In Credit Union in Samson



## In Person

Sanford or Enterprise offices



## Automatic Draft

Bank or credit card draft



## Mobile App

CEC Connect (iPhone) or Covington Connect (Android)



## Mail

P.O. Box 70878  
Charlotte, NC  
28272-0878



## CheckOut by PayGo — Pay Where You Shop



## Shops that Participate:

- Dollar General
- CVS/Walgreens
- Walmart
- Family Dollar

For more on ways to pay, check out [covington.coop/electric-service/payment-options/](http://covington.coop/electric-service/payment-options/)

# Capital Credits



## What are Capital Credits?

Excess margins that are retired and returned to members.



## How are they allocated?

Based on each member's energy usage from the previous year & CEC's financial health.

## How do you receive your capital credit?

When capital credits are retired, active CEC members receive a bill credit. Inactive accounts get a check by mail to their last known address on file.



For more on Capital Credits, check out [covington.coop/electric-service/capital-credits/](http://covington.coop/electric-service/capital-credits/)

## Community Programs & Member Benefits

### Safety Education

Electrical safety demonstrations, Call 811 Before You Dig, Safety brochures & First Responder presentations, and generator safety brochures.



### Investing in Our Youth

Rural Electric Youth Tour, Bright Ideas teacher grants, Co-op scholarships, and career expos at local schools.



### Communications

Monthly subscription to Alabama Living magazine & CEC Power Posts e-newsletter, social media channels, email, and text notifications.



### Surge Protection

Meter-Base Surge Protection can help protect against damage caused by power surges.



### Energy Efficiency Programs

Free energy audits & DIY energy audit resources, Energy Efficiency Loan Program, Heat pump rebates, Discounted water heaters, Green Power Choice program, EV Rebate Program, Home Energy Suite, Energy efficiency group presentations, Residential solar assessment tool, Kids Korner and more!



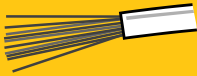
For more on programs and member benefits, check out [covington.coop](http://covington.coop)

# buzz

## BROADBAND



POWERED BY COVINGTON ELECTRIC COOPERATIVE



100% Fiber Network



No Data Caps



No Contracts  
No Hidden Fees

### Residential Packages

#### Blazing Fast Speeds

**200Mbps**

\$59.95/mo

**1Gbps**

\$79.95/mo

**2Gbps**

\$99.95/mo

**\$24.95/mo**

Add Phone to your  
Buzz Internet

#### Symmetrical Speeds

↑↓ Same Fast Upload & Download

🌐 24/7 U.S. Based Local Support

#### Perfect For...



Streaming &  
Gaming



Work & School  
From Home



Smart Home  
Devices

∞ Unlimited Data | 📶 Low Latency | ☑️ Reliable & Secure

## Business Packages

### Blazing Fast Speeds

<b>200Mbps</b> \$99.95/mo	<b>500Mbps</b> \$199.95/mo	<b>1Gbps</b> \$499.95/mo	<b>\$10/mo</b> For Static IP
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*Individualized Plans Are Created Based on Business Needs*

## Phone Packages

<i>First Line Phone Only</i>	<i>\$39.95/Month + Taxes</i>
<i>First Line Bundled with Internet</i>	<i>\$34.95/Month + Taxes</i>
<i>Additional Lines Phone Only</i>	<i>\$34.95/Month + Taxes</i>
<i>Additional Lines Bundled with Internet</i>	<i>\$29.95/Month + Taxes</i>
<i>Fax Line</i>	<i>\$19.95/Month + Taxes</i>

## Get Connected Today



(800) 399-BUZZ (2899)

*Tech Support: Ext. #4*



[www.buzzbroadband.com](http://www.buzzbroadband.com)

18146 Galileo Drive, Opp, AL 36467

***Fast. Reliable. Fiber.***

# Electrical Emergencies

- **Home:** Call 911 immediately for fires, electric shocks, or other dangerous situations.
- **Outside or on the roadway:** Never touch or approach a downed power line, always assume power lines are energized and call CEC at 800-239-1193.

## Report a Power Outage

- Mobile app for iPhones and Androids
- Call or text our outage number 800-239-1193

### Key Words for Texting:

*OUT* - To Report the Outage

*STATUS* - To Get an Update on the Outage

*STOP* - To opt-out of Outage Notifications

*UNSTOP* - To opt-in to Outage Notifications

**\*Please make sure to keep your contact information with CEC current.**

## Contact Us



Member Services: 800-239-4121



Outages: Text or Call 800-239-1193



Website: [covington.coop](http://covington.coop)

## OFFICE LOCATIONS

### Sanford

(Main Office)  
18836 U.S. Hwy. 84  
Andalusia, AL 36421

### Enterprise

(Branch Office)  
19349 Hwy. 134  
Enterprise, AL 36330

### Buzz Broadband

(Office)  
18146 Galileo Dr.  
Opp, AL 36467

## Main/Enterprise/Buzz Office Hours:

7 AM - 5 PM Mon.-Thurs.

7 AM - 4 PM every other Friday