Central Georgia EMC
A Touchstone Energy® Cooperative

SUMMARY OF SERVICE FEES

The following fees will be charged for the following services:

Membership.....$5.00

Account Establishment Charge.....$25.00

To process a customer account, to determine the beginning meter reading for a customer account, or to set a meter during normal working hours, the Account Establishment Charge shall be $25.00. New construction will not require an Account Establishment Charge.

Service Charge.....$25.00

A fee will be charged for delinquent payments, cut-off or collection of returned checks, or default by customer in keeping prearranged agreements. A service charge may be applied for activity related to equipment that is not the property of the Corporation.

Prepayment Charge - Residential.....see below

In addition to the other required charges and fees, a prepayment may be required. Based on the customer's credit score as calculated by a credit bureau, prepayments can range from $200 to an estimated bill of up to ninety (90) days. If service is disconnected for non-payment, an additional prepayment may be required before service can be reconnected. If a prepayment is required, the amount will be refunded (credited to account) after twelve full consecutive months of payment, provided a good credit history has been established and no open contracts are on the account.

Prepayment Charge - Commercial.....see below

In addition to the other required fees and charges, a Prepayment Charge of an estimated bill of up to ninety (90) days may be collected from the customer. In lieu of Prepayment Charge, a qualifying customer may furnish a Personal Guaranty for any unpaid or outstanding balance for the account, provided the guaranteed amount does not exceed $5,000, or other method which will guarantee payment of the account. Any Prepayment Charge is refundable when the account is terminated.

Handling Charge on Returned Payments.....$25.00

When notifying a customer that a payment issued to this Corporation has been returned unhonored for any cause, the consumer may be charged, in addition to the amount of the returned payment, a $25.00 handling charge (the payment may be submitted multiple times by a third party). If two of the same type payments return on a customer's account that type of payment will not be accepted for a period of one year. When a payment from a customer or a customer's agent is not accepted, the Corporation will accept payment from another customer in good standing with the Corporation.

Arrangement Fee.....$10.00

A fee will be charged for requested arrangements or extensions of payments due on accounts. *Certain restrictions apply.*

All past due accounts which are deemed uncollectible will be turned over to Central Georgia EMC's contract collection agency, court, or to Central Georgia EMC's attorney for collection with full authority to make payment demands for the cooperative. All costs of collection will be added to the customer's past due account and will be paid by the customer, including court costs, reasonable attorney fees, and a reasonable collection agency fee of 35% of the amount of the past due account for accounts that are turned over to a collection agency.

This institution is an equal opportunity provider and employer.

The following fees will be charged for the following services:

Meter Test $50.00

A fee of $50.00 will be charged for requested meter tests. If the meter is found faulty and does not meet the accepted standard percentage, the Meter Test Fee of $50.00 is returned and the customer's bill is adjusted. This bill adjustment will be retroactive for the three preceding months. If the meter test shows that the member was not charged enough for electricity, then the three months' adjustments will be made in favor of the Corporation.

Overtime Charge $50.00

Overtime is charged in addition to other necessary fees and charges for any services rendered between the hours of 5:00 p.m. and 8:00 a.m., Monday through Friday, all day on Saturdays and Sundays, and on corporate holidays other than for outages caused by trouble on distribution equipment.

Meter Pole Charge $400.00

When a customer requests that the Corporation furnish a meter pole to be used on the customer's premises, a charge of $400.00 will be collected in addition to the other required fees and charges.

Moving Pole Charge ..... actual cost

The exception to this portion of the policy is that if moving the pole will be beneficial to the Corporation.

Temporary Service Pole Installation $25.00

When a customer requests that the Corporation furnish a temporary service pole, a $25.00 service charge will be collected. The monthly charge will be $25.00 plus applicable rate.

Unauthorized Reconnection or Tampering ..... actual cost

Any service found improperly connected or reconnected, or discovery of any tampering with the meter or other service equipment owned by the Corporation or the use of any other means whereby electric current is not properly recorded on the meter shall result in the service being promptly disconnected. When a service is found to have been improperly connected, reconnected, or tampered with, the person or persons in whose name the electrical service is listed will be held responsible. Service will be restored when all electrical bills, damage to equipment (if applicable), estimated cost of electricity used from the time illegal connection occurred, and any other actual costs involved in restoring electricity to the illegally connected or disconnected service are paid. If improper connection or disconnection occurs the second time, the customer, in addition to the above conditions, may be required to appear before the Board of Directors for their review and action. The Corporation does not waive any rights as to prosecution in such cases as may be provided by state law.

Temporary Connects - Rentals, Clean-ups, etc $100.00

A fee will be charged to connect service at a location for clean-up or other similar purpose. Four (4) days will be allowed and a connect and disconnect order will be generated. Fees are to be paid in advance. Customers may request service as usual by paying the deposit and kWh usage in lieu of the Temporary Connect Fee.