

Guide to Membership



®

**Berkeley Electric
Cooperative**

Your Touchstone Energy® Cooperative



Welcome to Berkeley Electric Cooperative, Inc.

Thank you for allowing Berkeley Electric Cooperative to provide your electric service. We look forward to serving you and, for your convenience, we have created this Welcome Package to provide you with an overview of the Cooperative and its services.

Locations

Moncks Corner District

551 R.C. Dennis Boulevard
Moncks Corner, SC 29461
843-761-8200

Johns Island District

1135 Main Road
Johns Island, SC 29455
843-559-2458

Goose Creek District

2 Springhall Drive
Goose Creek, SC 29445
843-553-5020

Awendaw District

7200 Highway 17 North
Awendaw, SC 29429
843-884-7525

Corporate Headquarters

414 North Highway 52
Moncks Corner, SC 29461
843-761-8200

Easy Pay Kiosks

- District office drive-thru lanes : Moncks Corner, Goose Creek & Johns Island (Open 24 hrs.)
- St. Stephen IGA - Inside Store (Open 7 am - 9 pm)

Hours of Operation

Monday - Friday
8:00 a.m. - 5 p.m., excluding holidays
Holiday closures include:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Veterans Day
- Thanksgiving Holidays
- Christmas Holidays

Website & Outage Viewer

www.berkeleyelectric.coop

Social Sites

Search: Berkeley Electric Cooperative

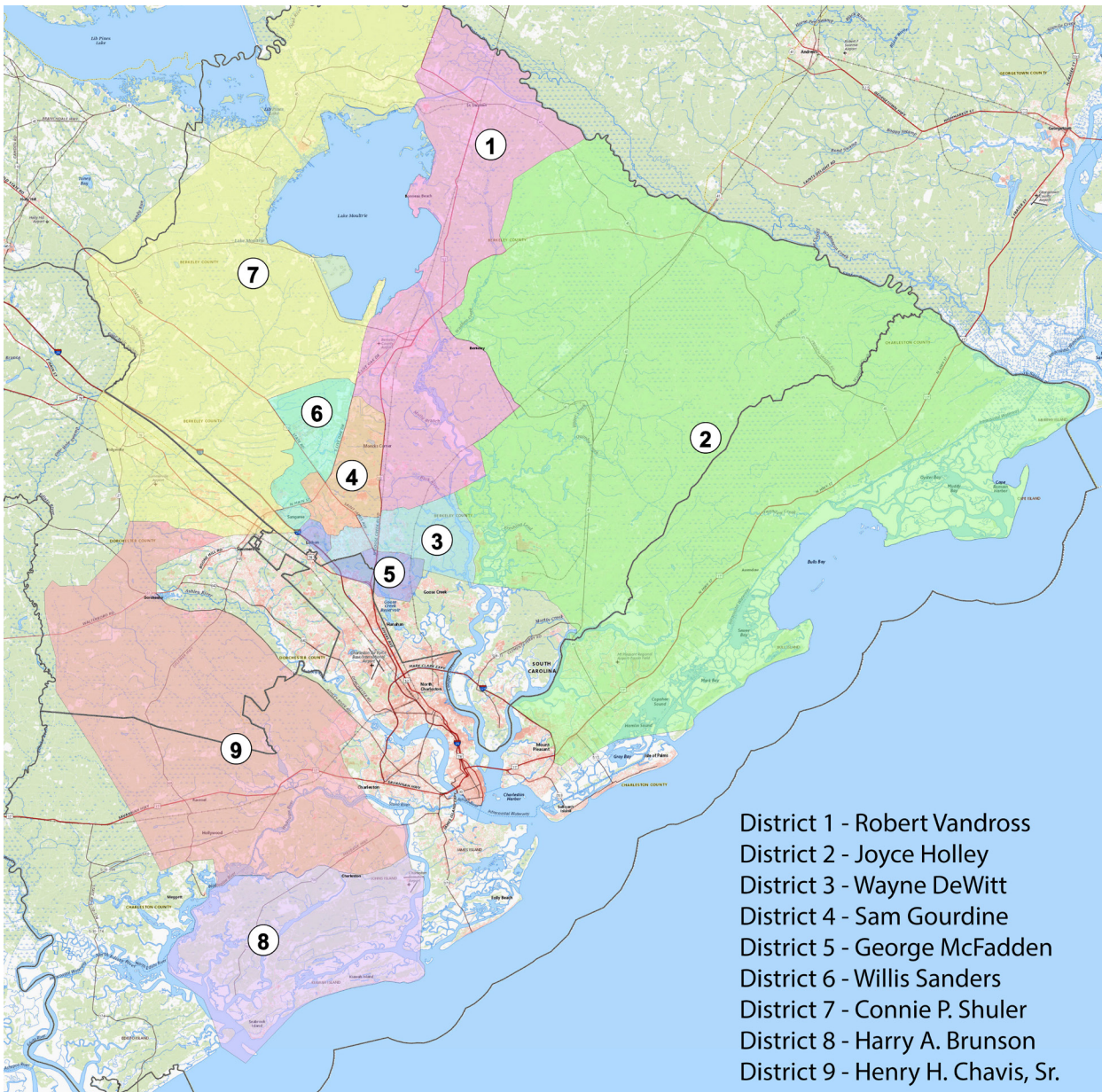


Associations

Electric Cooperatives of South Carolina
Central Electric Power Cooperative
National Rural Electric Cooperative Association
Touchstone Energy

www.ecsc.org
www.cepci.org
www.nreca.coop
www.touchstoneenergy.com

To report a power outage please call
1-888-253-4232
or report online at <https://becsc.smarthub.coop>



Service Territory

Berkeley Electric Cooperative is the largest electric cooperative in South Carolina serving over 110,000 member-accounts in Berkeley, Charleston and Dorchester counties. The Cooperative maintains over 5,000 miles of distribution line with approximately 60% of its system underground.

Board of Trustees

Berkeley Electric Cooperative is governed by a nine member Board of Trustees. Trustees are elected from the Cooperative membership. A portion of the co-op board stands for election each year - usually three districts.

Trustees are tasked with the development of governance policies and monitoring the financial health of the cooperative. In addition, they are charged with keeping up-to-date on industry trends, legislative actions, and other pertinent issues affecting cooperatives as well as representing the membership at cooperative related functions.

Your Electric Service

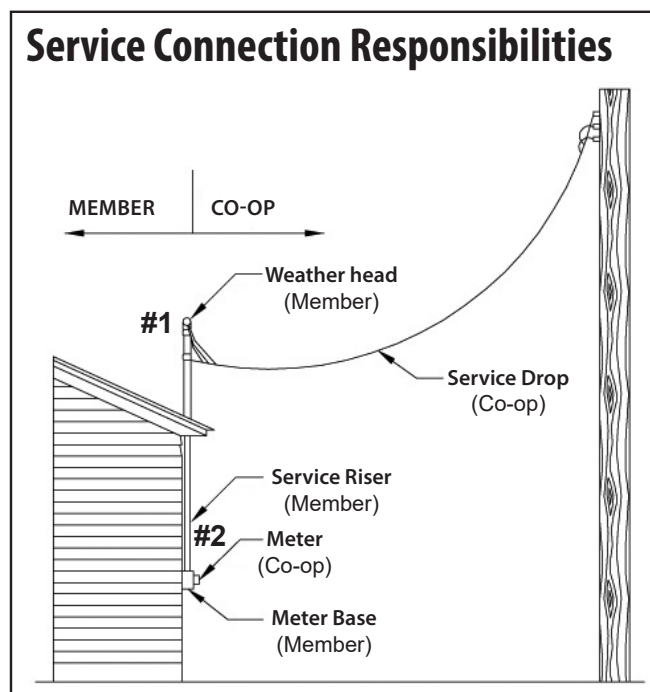
Point of Interconnection

The Cooperative owns and operates the electric system up to the point of interconnection. At this point and beyond, any service is the responsibility of the member.

For single phase service fed by overhead line, the typical point of interconnection is the weather head (1). For single phase service fed by underground line, the point of interconnection is usually the meter socket (2).

Please be aware that if the weather head becomes damaged, such as during a storm, it is the member's responsibility to have the weather head repaired. In many cases, the co-op will not be able to restore power to the home until the weather head has been repaired by a licensed electrician and inspected by county officials.

Service Connection Responsibilities



Only Berkeley Electric Cooperative employees are authorized to cut the seal/tag on the meter base for entry. If access needs to be gained for any reason, please contact your local Berkeley Electric Cooperative office for a technician to be sent to your location. Any tags/seals found cut will result in the location being assessed the appropriate meter tampering fee. Electricians and contractors are NOT exempt from this requirement. It is the member's responsibility to ensure the tag/seal is not cut at their location by anyone except a Berkeley Electric Cooperative employee.

Application for Service

To receive service from Berkeley Electric Cooperative, the consumer must apply for membership. New members may be required to pay a deposit, membership fee and any other applicable fees at the time of application. To obtain service for a new structure, proper county permits and inspection are required before power is connected. The procedure for obtaining temporary service, such as power for building a house, is the same as applying for new service. A valid county permit is also required.

Transferring and Disconnecting Service

Members can transfer service from one location to another in the service area without an additional deposit - provided you maintain an acceptable Berkeley Electric Cooperative credit rating. Your original deposit and membership are transferred to the new location.

To terminate service, the Cooperative must be notified by the member either by mail, by phone or in person. We request a forwarding address at the time of notification. Disconnections are completed during regular working hours. Any requests for same-day disconnections received after 3pm will require a \$50 after hours fee for completion. Any refund of deposits will be processed after the final bill amount is deducted.

Security Lights - Berkeley Electric members who own their property can have security lights installed or reconnected. There is no installation charge for the security light; however, a contract may be required. Monthly charges for security lights vary with the type and wattage of the light. If a new pole must be set, the monthly charge will be slightly higher. Contact your district office for a list of rates. When reporting security light outages, please only do so for those on your property. Please provide the pole/tag number on the yellow tag when reporting security light outages. This ensures the correct light is being repaired.

Street Lights/Subdivision Lighting - Berkeley Electric members may be required to pay for street/subdivision lighting per the construction agreements made with the developers of that property. This is not an optional charge. The cost of the lighting for the subdivision/community is shared by those who live within the subdivision/community. As lights are upgraded to LED lighting, the fees are adjusted as necessary on your monthly statement.

Underground Service - Underground lines are available to members but there are variable rates depending on the length of additional lines. There is also a fee for underground service to shops, garages, barns, and other buildings. Overhead lines can be changed to underground for a fee.

What to do if the lights go out

Check Your Breakers. Your first step should be to check the breakers inside your home. If all the breakers are on, the next step is to check outside breakers. If your meter seal is missing, please contact your local district office.

Call 1-888-253-4BEC. If you still do not have power, call Berkeley Electric's automated outage reporting system at 1-888-253-4232 to report the outage. Don't assume that others have already called in. You may be the only one without power or there could be damage that affects only your service. You can also report outages online through the SmartHub Payment Portal by visiting our website at www.berkeleyelectric.coop. You will need to have a SmartHub account created.

Please note - when you call Berkeley Electric's outage reporting system, the Cooperative uses your phone number to locate your outage and to signal the dispatcher. Please have your account number available if you are not calling from the primary number associated with your account, otherwise the outage may not be recorded properly.

Call back in the case of a busy signal. During a major storm or power outage, it is possible that you will get a busy signal because the volume of calls can overwhelm our automated system. During these times, the Cooperative assigns additional personnel to handle calls so please try again to make sure that your outage has been recorded.

Medical Priority List. The Cooperative maintains a medical priority list for members with special needs. However, this is not a guarantee that your power will be restored first. Every effort will be made to restore your power as quickly and as safely as possible. If you do have life saving needs or equipment, it is vital for you to have a back-up power system or emergency plans to relocate to an area with uninterrupted electrical service.

To report a power outage call: 1-888-253-4232

Cooperative Overview

In 1935, President Franklin Delano Roosevelt signed the Rural Electrification Act to provide federal loans for the installation of electrical distribution systems to serve rural areas of the United States.

In Berkeley County, coordinated by the County Agent's Office, six men stepped forward to undertake the task of forming an electric cooperative. Each of the six had to convince 100 residents to pay the \$5 membership fee in order to reach the 600-member minimum needed to incorporate.

On January 5, 1940, the articles of incorporation were signed and Berkeley Electric Cooperative was formed. Berkeley Electric Cooperative is a distribution cooperative meaning that it does not generate or transmit power. The Cooperative purchases wholesale electric power and distributes it through a system of substations, poles and wires to its members' homes.

What is an electric cooperative?

Electric cooperatives are private, not-for-profit businesses governed by their members.

Berkeley Electric Cooperative is committed to providing the people and communities of the South Carolina Lowcountry with quality, dependable electric utility service. We are also committed to linking modern technology, economic development, community awareness and environmental stewardship in ways that enhance the lives and insure the future of our members for their communities.

As an electric cooperative, Berkeley Electric also adheres to the **7 Cooperative Principles**:

1. **Voluntary and Open Membership** - Cooperatives are voluntary organizations, open to all persons able to use their services.
2. **Democratic Member Control** - Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.
3. **Members' Economic Participation** - Members contribute equitably to, and democratically control, the capital of their cooperative.
4. **Autonomy and Independence** - Cooperatives are autonomous, self-help organizations controlled by their members.
5. **Education, Training and Information** - Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperative.
6. **Cooperation Among Cooperatives** - Cooperatives serve their members most effectively and strengthen the cooperative movement by working together.
7. **Concern for Community** - While focusing on members' needs, cooperatives work for the sustainable development of their communities.

What is Touchstone Energy®?



The Touchstone Energy brand represents a nationwide alliance of over 750 local, consumer-owned electric cooperatives in 46 states. Touchstone Energy provides a unified face for the small businesses that own and service rural America's 2.5 million miles of power line. As a Touchstone Energy Cooperative, Berkeley Electric Cooperative members have access to services that would normally require the resources of a national corporation. To learn more visit www.TouchstoneEnergy.com.

What does it mean to be a cooperative member?

Anyone who pays the \$5 membership fee and receives electrical service from Berkeley Electric Cooperative is a member of the cooperative.

Each member of the Cooperative is also an owner. Member-owners can directly affect the operation of the Cooperative on a one-member one-vote basis by voting to elect Trustees and by voting on changes to the by-laws at the **Annual Meeting of Members**.

Each member-owner of the Cooperative is also eligible to receive **Capital Credits**. Patronage Capital (also known as capital credits) are the margins (profits) that the cooperative realizes each year. Your Cooperative's margin is any money left after all operating expenses have been paid.

Annual Meeting of Members

In accordance with Berkeley Electric's Bylaws, each year the Cooperative holds its Annual Meeting of Members in November.

At the annual meeting, Berkeley Electric members are able to participate in informative and engaging activities, meet with Cooperative staff, make statements to the Board and attendees, and receive reports regarding the Cooperative's activities during the past year.

Members also vote to elect three Trustees to the nine-member Board of Trustees each year. Election results are announced before the close of the Business portion of the meeting. The member must be present with proper identification to register and vote at the annual meeting. Proxy votes are not allowed.

Capital Credits

Another unique benefit of being a cooperative member is Capital Credits. Unlike for-profit utilities, an electric cooperative does not have to generate profit for its shareholders. As a member-owner in a cooperative, you are the shareholder. The amount of capital credits returned to our members is determined by the excess revenues less expenses for the cooperative, as well as the total amount of energy used by each member.


When available, capital credits are returned to members in December of each year. Although 25% of the monies gathered during the year are returned to members in the form of capital credits, the cooperative is required by law to hold back 75%. This reserved amount is invested back into the system for improvements and line construction.

While this amount is "reserved" for year to year operations, each member is still entitled to these monies. The amount held back from member's capital credits check each year is carefully tracked and accumulates over the course of an individual's membership and is paid back at a later date.

Your Electric Bill

The monthly billing statement contains a great deal of information about your account:

1. **Special Messages** - Notification of special events or other notes
2. **Location & Meter** - Service information & figures used to calculate your bill
3. **Payment Summary** - Prior payment information & calculation of total amount due
4. **Current Charges** - Itemization of charges incurred during the current billing cycle
5. **Usage Details** - Current and historical electric use information
6. **Remittance Stub** - Return this portion with your payment



Berkeley Electric Cooperative, Inc.
Your Touchstone Energy Cooperative

PO Box 1234 Moncks Corner, SC 29461-1234

843-761-8200/843-825-3383
www.berkeleyelectric.coop

MEMBER NAME
SERVICE ADDRESS
CITY, STATE, ZIP CODE

1

MESSAGE

It's back to school time. Please be on the lookout for students and use care when driving. We know we will!

2

DETAIL OF CURRENT CHARGES

Account Balance Prior To This Billing	\$0.00
Service Availability Charge 30 Days X \$9.99	\$29.70
Energy Charge	\$168.24
Outdoor Lighting (1)	\$2.60
Roundup Amt	\$0.46
Current Months Bill	\$201.00

3

BILL SUMMARY
SERVICE ADDRESS
Bill Type: REGULAR

Prior Month Ending Balance	\$126.00
Payment(s)	-\$126.00
Current Balance 08/30/2018	\$201.00
Total Balance Due	\$201.00

4

Returned check items as well as a returned check processing fee will be electronically presented against your bank account. Notifications or messages written on checks being electronically presented against your bank account will not secure your rights regarding collection of the returned check or the processing fee.

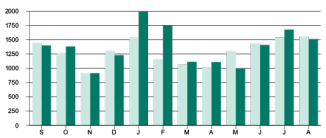
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BERKELEY ELECTRIC COOPERATIVE
We are your source of power. And information.

Service Address	Service Description	Rate	Meter Number	Billing Period	Days	Readings Previous	Readings Present	Mult.	kWh Usage
SERVICE ADDRESS	HOUSE	10	XXXXXXX	07/11/18 to 08/10/18	30	87477	88990	1	1513

6

MONTHLY KWH USAGE HISTORY



7

SmartHub
Access, pay and manage your account online with your smartphone or tablet.

- PAY YOUR BILL
- CONTACT US
- UPDATE ACCOUNT INFORMATION
- APPLY FOR SERVICE REQUESTS
- REPORT AN OUTAGE
- REVIEW OUR OUTAGE MAP
- CHECK YOUR USAGE

http://www.smarthubapp.com/how_do_i_get_it.htm

8

CONTACT US
PHONE: (843) 572-5454
EMAIL: becmemberinfo@bec.coop
www.berkeleyelectric.coop

DISTRICT OFFICES:
Moncks Corner (843) 761-8200
Goose Creek (843) 553-5020
Johns Island (843) 559-2458
Awendaw (843) 884-7525

OFFICE HOURS: Monday-Friday 8 am to 5 pm

POWER OUTAGES
Check your fuses and breakers to ensure the problem is not within your electrical system.
Report the outage immediately if you have determined the outage is on Berkeley Electric's system by calling (866) 253-4232, 24-hours/7 days a week.
Always stay away from downed power lines.

CALL 811 BEFORE YOU DIG
Stay safe. For your protection state law requires you to call 811 at least two working days before you start digging or excavation. You also have a legal and financial responsibility for damage to utility lines.

SERVICE FEES
Delinquent accounts are subject to a 1.5% penalty on the total past due amount.
Returned Payment Fee \$30.00
Collection Fee \$10.00
Reconnection Fee (Working Hours) \$30.00
Reconnection Fee (After Hours) \$50.00
Additional Trip Reconnection Fee \$10.00

9

PREPAID METERING
Purchase your electricity before you use it. You determine the amount you want to pay and when or how often. No security deposits or late fees. Instead of a monthly bill, your usage and balance is calculated daily. A great way to control your budget!

10

Visit us at www.berkeleyelectric.coop or your local district office for more information.

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How Your Bill is Calculated

Berkeley Electric Cooperative only charges for the electricity you use. Bills are calculated on a monthly basis and the exact charges on your bill are determined by the type of service you receive. Common charges include:

1. **Energy Charge** - The charge covers the cost, as calculated by your rate, for the energy you used.
2. **Service Availability Charge** – The charge covers the cost of making electricity available to your location – no matter your power needs.
3. **Wholesale Power Adjustment** - A variable fee or credit can be used when power costs either exceed, or fall below, the amount budgeted into the energy rates by Berkeley Electric. This allows the Cooperative to respond to market fluctuations without implementing a rate increase. This adjustment will affect your monthly energy bill.
4. **Demand Charges** - Charges used in some rates such as three-phase, commercial applications.
5. **Services & Taxes** - Charges for additional services, such as security lighting, as well as any taxes that may apply.

Payment Procedures and Rates

Payment is due within 15 days following the billing date. After 15 days, the bill is considered delinquent. A disconnect notice will be printed on your next bill and a 1.5% penalty is added to the unpaid amount. If the bill remains unpaid after this notice it is subject to disconnection.

If service is disconnected because of a delinquent bill, the delinquent bill and a reconnection fee must be paid to have service restored. Service will only be restored until 9 p.m. daily. An applicable deposit may be required and billed to accounts that are disconnected for nonpayment. Any account that is disconnected for nonpayment for seven (7) consecutive days will be inactivated, after which an application must be submitted for reconnection.

The following is a list of the fees that Berkeley Electric Cooperative charges for various services and situations:

Membership Fee	\$5.00
Service Connection Fee	\$20.00
Temporary Service Fee	\$50.00
Overhead/Underground Conversion Fee	\$100.00
Non-Standard (Monthly) Meter Reading Fee	\$70.00
Meter Reread Fee	\$25.00
Meter Test Fee - Single-Phase	\$50.00
Meter Test Fee - Three-Phase	\$75.00
Meter Reading fee (monthly/non-standard)	\$70.00
Collection Fee	\$20.00
Reconnection Fee - Working Hours	\$30.00
Reconnection Fee - After Hours	\$50.00
Additional Trip Reconnection Fee	\$30.00/\$50 after hours
Meter Tampering - 1st Offense	\$100-\$500
Meter Tampering - Multiple Offenses	\$500-\$1000
Transformer Tampering	\$5000
Returned Check Fee	\$30.00
Service Charge Fee	\$20.00
Line Crew Service Charge	\$150.00
Minimum Deposit - Residential	\$250.00
Minimum Deposit - Commercial	\$500.00
Excess UG Primary in Subdivisions	\$16.75 (per foot)
Excess UG Secondary in Subdivisions	\$5.50 (per foot)

Please Be Advised...

Reconnection of one's own electric service after it has been disconnected for any reason is potentially life threatening and an illegal act. State law makes tampering with a meter or attempting to steal electricity in any way punishable by a fine, imprisonment or both.

Payment Options

Berkeley Electric Cooperative offers its members a variety of payment options that are convenient, safe and secure. These options give members alternatives to the traditional methods of paying their bills that are not only easy-to-use but cost effective as well.

Please be aware that there is a \$20 minimum for counter and credit/debit payments for most services. Additionally, the maximum credit card payment amount allowed is \$1,000.

Fixed Budget Billing

Fixed Budget Billing allows members to create equalized monthly payments that avoid large swings in their electric bill and are easier to add to a household budget. The Fixed Budget Billing Plan creates a “fixed” amount where the member pays the same amount each month with a “settle-up” month twice a year. This amount is determined by looking at the previous year’s electricity usage and creating an average amount.

In order to help avoid a large settle up amount, the plan includes two recalculation months each year – in October and May. This means that a member will have a fixed payment for six months at a time. In May of each year, the member’s account is settled up and returned to a zero balance. The account credit/debit balance on the member’s May bill will be applied as a one-time charge or a one-time credit on that bill.

Levelized Billing

With Berkeley Electric’s Levelized Billing program, you can guard against large fluctuations in your electric bill caused by changes in the weather. Berkeley Electric considers your past usage and future energy costs and creates a rolling average. Then we bill you for that amount monthly. Because a “rolling average” method is used, the amount due may vary slightly from month-to-month, but the program is designed so that the change won’t usually be a large amount.

Bank Draft

The Bank Draft program from Berkeley Electric Cooperative makes paying your electric bill easier than ever. When you sign up for Bank Draft, the cooperative will automatically draft your checking or savings account for the amount of your monthly electric bill, on or about the bill’s due date. You will still receive monthly statements showing kilowatt-hour usage and the amount due and your payments will be made on time, every time. Members can sign up through the Auto-Pay section on the Smarthub website.

Credit Card Draft - Sign-up for this service at no charge. Payments are drafted automatically on, or about, the due date of the bill for the total amount owed. Members can sign up through the Auto-Pay section on the Smarthub website.

Phone Payments - Payments can be made over the phone through the cooperative’s Interactive Voice Recognition system (IVR). A Berkeley Electric account number and credit/debit card or checking information are all that is needed. Please note - we do not accept live payments over the phone.

SmartHub Payment App

Payments can be made on the SmartHub website 24 hours a day, 7 days a week. Payments are credited to your Berkeley Electric Cooperative account immediately after processing the payment on the website. Credit Cards, debit cards, and electronic check payments are accepted. You can also schedule payments up to 90 days in advance. Please note that scheduled payments are not considered payment arrangements. Please contact your local district office directly to make arrangements. The minimum/maximum online payment amounts are between \$10 - \$1,000. To log into SmartHub visit: becsc.smarthub.coop.

Advantages of SmartHub:

- Residential members may pay by Visa®, MasterCard® or Discover® with no convenience fee and sign up for recurring payments via SmartHub.
- You can view both hourly and daily usage data to easily manage your account 24/7 from personal computers, smartphones and tablets.
- Create charts of your electric usage compared to weather patterns
- Report outages or other service interruptions
- Includes a free and user-friendly application for Apple® and Android® users.

Vanilla Pay

This is part of a new payment method available through Smarthub that allows members to pay their bill while getting groceries, gas or more in just three easy steps. First, log in to your Smarthub account online or through the app to find a participating retail location near you. Next, find your bar code in the Smarthub app under “Pay by cash” or print it out from the web. Finally, visit one of the participating locations, like Dollar General, 7-Eleven, CVS or Family Dollar, and scan the code at checkout. Pay your bill by making a cash payment and it will be posted to your account immediately. There is no minimum payment but please be aware that a \$1.50 service charge will be added to your payment.

Pre-paid Billing

With pre-paid billing, you pay for electricity how and when you choose. Purchasing electricity before you use it allows you to control your budget and pay how much you want, when you want. And there are no security deposits or late fees. Instead of a monthly billing statement, your usage and balance are calculated daily. Track your usage by phone or online at www.berkeleyelectric.coop

Advantages of Pre-paid:

- Choose your own payment schedule
- Purchase electricity when convenient
- No deposits, no late fees, no monthly bills

Avoid phone scams!

In an effort to help protect our members, Berkeley Electric Cooperative customer service representatives no longer accept payments over the phone. If a member is in danger of being disconnected a courtesy call will be made but payment will not be accepted at that time. Members must either call the Cooperative back and pay through the IVR system, pay their bill online or visit their district office.

Programs & Services

Berkeley Electric Cooperative offers its members a complete family of services designed to improve the energy efficiency of their homes as well as the quality of their lives.

Energy Efficiency

Online Audits

By visiting www.berkeleyelectric.coop members have free access to a comprehensive online energy audit developed by the U.S. Department of Energy. The “Home Energy Saver” audit is designed to help members identify the best methods and resources to save energy in their homes.

TogetherWeSave.com

As a Touchstone Energy® Cooperative, Berkeley Electric members have access to additional online energy saving information at www.Touchstoneenergy.com/TogetherWeSave. Featuring a virtual home tour, videos and other energy saving applications, members get instant feedback on the effects of energy saving measures.

In-home Audits

The Energy Experts™ at Berkeley Electric are certified by the Building Performance Institute to conduct an in-depth audit of your home to identify the best ways to improve efficiency and comfort. These audits are free of charge to members.

Loans

HomeAdvantage Loan

The program features a low (5%) interest rate on improvements up to \$15,000 and focuses on making energy improvements to existing homes. These improvements need to have a reasonable return on the financial investment – typically less than 6 years – or they will not be recommended.

The program is designed with the member's needs in mind. Not only does it feature a low interest rate, the loan payment will be added to the electric bill for easy payment. Ideally, the program is designed so that energy savings should cover the cost of the loan. This is a prescriptive loan program and all recommended measures must be adopted to qualify.

Energy Advance Loan

Through Berkeley Electric Cooperative's business partnership with Farmers & Merchants Bank of SC, members can apply for an Energy Advance Loan. These loans allow members to choose which energy improvements to make and can help finance anything from insulation and windows to HVAC systems and feature a 9-11% interest rate.

Renewable Energy

Green Power

In partnership with Santee Cooper, environmentally friendly energy is produced from renewable resources. For an extra \$3 added to their bill each month, members can sponsor a 100 kWh block which is enough Green Power to equal the effect of planting a half acre of trees.

Solar Net Metering

Tap into the power of the sun by receiving bill credits generated by your home's solar PV system. Requires a net metering agreement. All systems must be completed and inspected before qualifying.

Rebates

Dual Fuel Rebate

Heat Pump systems can heat a home for less money than gas heating because typically 85% of the heating needs come from first stage heating. Dual fuel systems have first stage heat pump heating systems with second stage gas heating – which replace traditional heat strips. This can be a package or split system with propane or natural gas. New installations may qualify for up to a \$500 rebate per home.

Geothermal Rebate

Qualify for rebates of \$250 per ton when installing a ground source heat pump through the Earth Connect program. Maximum is up to 5 tons. A ground source heat pump works much like a regular heat pump, but with one important difference. The ground source heat pump transfers heat between your home and ordinary tap water in sealed underground, or underwater pipes, instead of between your home and outside air.

Water Heater Rebate

H₂O Advantage® is a rebate program designed to help our members purchase and install energy-efficient electric water heaters. This program requires the installation of a load management switch that helps the Cooperative manage the demand cost of your electricity while still providing you with adequate water heating to meet your needs. Qualify for up to a \$300 rebate.

Additional Programs

Water Heater Warranty

Let us maintain your electric water heater for just \$7 per month with the H₂O Select program. The warranty covers any existing electric water heater you have in your home, as well as parts and labor for the water heater, heating elements and thermostat. Although it does not cover plumbing or leaking pipes, it does cover complete replacement of a leaking tank.

Surge protection

The Surge Guard program protects your home and electronics from damaging electrical surges. Whole house meter base units lease for \$6.43. This fee can be added to your monthly electric bill and includes a warranty. Individual appliance surge protectors are also available at your local district office.

Outdoor Lighting

Outdoor Lighting options come in several styles for many different applications, from residential driveways and yards to commercial parking lots and walkways. Berkeley Electric will furnish, install, operate and maintain your lighting equipment. We simply add a fixed fee to your electric bill, so you know exactly how much to pay each month.

Beneficial Suggestions Program (BennySuggs)

Members will be rewarded for ideas that makes the Cooperative's mission to enhance the lives of its members more successful. This could mean a new outreach program, improving educational efforts or ways to boost safety & energy efficiency. It can even be a suggestion that improves the way that the Cooperate operates on a daily basis.

Eligible members will receive a credit on their energy bill, up to \$500, for approved suggestions that are implemented. Award amounts will be proportionate to the benefits resulting from the suggested idea or the expected savings. A suggestion does not have to be new or original, but must address a specific problem and give a workable solution.

Co-op Connections



As a member of Berkeley Electric Cooperative, you receive a FREE Co-op Connections card that allows you to save money at local businesses, online and on a variety of health related services. There is no cost and no expiration. It's simply a benefit of your cooperative membership.

Retail

Show your card at any of the participating local businesses to receive a special discount. Simply visit www.berkeleyelectric.coop for a list of those participating. You can also find discounts at national retailers and online specials and save on everything from dining to oil changes. Don't forget to visit Coupons.com and print hundreds of coupons that are accepted nationwide.

Prescription

The Co-op Connections card is accepted at over 60,000 participating pharmacies nationwide. Members can save an average of 40% on many prescription medications. Just show your Co-op Connections card to your local pharmacist to see what discounts are available. Since the program began, Berkeley Electric members have saved over \$3 million in prescription discounts.

Healthy Savings

The discounts don't stop with just prescriptions. Berkeley Electric members can also save 10-60% on dental care, vision services, hearing aids, lab work/imaging and chiropractic care. To learn more about Healthy Savings, call 800-800-7616 or visit connections.coop.

Berkeley Propane

As a wholly-owned subsidiary of Berkeley Electric Cooperative, Berkeley Propane is a full service propane company serving the entire Lowcountry. With no tank rental fees, 24/7 emergency service, gas line installation, automatic delivery and full line of gas log fireplaces, Berkeley Propane can handle all of your propane needs all year round.

Tankless Water Heaters

With Rinnai Tankless Water Heaters, homeowners can now enjoy an endless supply of hot water with substantial space savings in the home. Because they operate on an "as-needed" basis, Rinnai Tankless Water Heaters provide whole-home hot water heating while using less energy than traditional systems. On top of efficiency, these tankless water heaters feature a commercial-grade heat exchanger for unparalleled quality, durability and safety.

Whole House Generators

Power your entire home for days at a time during an outage with a permanently-installed standby generator from Berkeley Propane. Our generator loan program features an interest rate of 9-11% with a maximum of 10-year repayment, depending on the loan terms and credit report. The package includes the site evaluation, generator purchase, sizing, automatic transfer switch, installation and a 250-gallon propane tank set with 100 gallons of propane. Once your loan has been approved, we'll begin the installation process.

Play it safe around electricity!

Electricity is both a comfort and convenience that we enjoy and sometimes take for granted. Electricity is also a clean, safe form of energy when used properly and simple precautions are taken.

Working near power lines

Take extra care when working near overhead power lines – maintain a safe distance of ten feet or more from overhead power lines. If you need to be closer, contact your local Berkeley Electric Cooperative office for more information on safe limits of approach. Be careful with ladders, cranes, or diggers.

Keep kites and other flying toys away from overhead lines - check before your children play. In the event that a kite or flying toy becomes entangled in electrical wires do not attempt to untangle. Please be sure to never climb electrical utility poles or towers! Contact your local office if a need arises.

Right-of-Way

Plant trees far away from power lines to make sure they won't grow up into the lines. When a tree grows into a power line, one of two scenarios may occur. First, a broken branch could fall onto the line, breaking the electrical wire. Another potential injury could occur if someone tries climbing a tree extending into a power line. The weight of their body may cause a limb to touch the electrical wires, sending electricity from the wire, through the branch, and into the person.

To help alleviate these scenarios, the Cooperative has implemented a comprehensive tree trimming, or right-of-way program. When possible, branches and limbs are just cut back from the lines. If you would like to report a tree encroaching a power line, please contact your local district office.

Call before you dig!

Whenever doing projects around the house that require digging, such as installing a fence or simply landscaping, be sure you know where any underground power lines may be located. Berkeley Electric subscribes to a locating service that is free of charge to its members. If you are unsure, call Palmetto Utility Protection Service (PUPS) at **1-888-721-7877**. South Carolina state law requires that you give PUPS a 72-hour notice before you dig.



Safety Demonstrations

Providing affordable and reliable energy to our members is a top priority but so is keeping them safe. Berkeley Electric Cooperative is available for safety demonstrations at schools, churches and civic groups. The Cooperative also provides safety training for first responders and school bus drivers. If you are interested in learning more please contact your local district office.

Additionally, Berkeley Electric has Everyday Safety and Storm Safety tips available online and in the district offices. Berkeley members can also take advantage of free safety information and videos at SafeElectricity.org.

Committed to our Communities

Berkeley Electric Cooperative was one of the first cooperatives in the nation to institute a Community Development department. From sponsoring educational programs to coordinating outreach programs, Berkeley Electric Cooperative and its employees have been involved in Lowcountry communities since the 1940s.

Community Rooms

As part of our service to our communities, Berkeley Electric Cooperative offers the use of its Community Rooms in all four district offices. These rooms can be used by non-profit organizations and community groups for meetings. Capacity for each room varies. Groups interested in scheduling meetings in any of the community rooms are encouraged to contact the district office nearest them.

Assistance Programs

Berkeley Electric Cooperative plays an active role in its communities, including acting as a liaison between members in need and local assistance agencies. On average, Berkeley Electric Cooperative aids its members in securing close to \$1 million in assistance each year. Please contact your local district office for more information.

School Programs

Berkeley Electric Cooperative is an active partner in many of the schools in its service territory. Volunteer programs such as Lunch Buddies and Reading Partners take employees directly into the schools to partner with children to help them achieve both personal and academic goals. The Cooperative also works with the local high school Career Academies to help train the next generation of co-op employees.

Berkeley Electric also partners with the state-owned electric utility, Santee Cooper, in the Solar Schools Program which provides schools with working solar panel arrays so students can learn the potential benefits of solar energy.

W.I.R.E.

The Women Involved in Rural Electrification (W.I.R.E) group is open to any female member of the Cooperative. There are currently W.I.R.E. groups established in the Moncks Corner and Awendaw districts.

Each group works with various community projects throughout the year. WIRE's motto is People Helping People, and to that end members aid victims of tornadoes, hurricanes, and house fires. They support homeless shelters, children's homes, and programs like Habitat for Humanity and the Palmetto Project.

Washington Youth Tour & Cooperative Youth Summit

Berkeley Electric now offers two student leadership opportunities. On the Youth Tour, students spend a week in June visiting Washington, D.C. to learn about electric cooperatives and their federal government. as tour the monuments and meet their United States Representative and Senators. The Youth Summit offers a similar state level experience during July in Columbia, SC. To apply, students need to be the children or grandchildren of a current Cooperative member.

Operation Round-Up



“Small change that changes lives” is the foundation on which the Operation Round Up® program was built. Members who agree to participate allow Berkeley Electric Cooperative to “round up” their monthly electric bill to the next highest dollar. For example, a bill of \$55.75 would be rounded up to \$56.00 with the additional \$0.25 going to the Operation Round Up® fund.

Trust Board

This fund is administered separately by the Berkeley Electric Cooperative Trust, a board of volunteer directors made up of community leaders from the three counties served by the Cooperative. The Board meets monthly to review applications and all Operation Round Up® funds stay right here in the Lowcountry. Guidelines for awarding this money address needs such as home repairs and other community services.

How much can I expect to contribute each year?

The amount “rounded up” on each participating customer’s bill averages a total of \$6 per year. The monthly billing statement shows how much is being donated each month, along with a year-end statement. The amount contributed to Operation Round Up® is tax deductible as tax laws permit.

Member Participation

Operation Round is an opt-out program with all Berkeley Electric Cooperative members being automatically enrolled when they become a member. Members can opt-out at any time by simply contacting their local district office.

Guidelines

All applications must be approved by the Berkeley Trust Board before funds are awarded and are judged based on need and type of service required.

Typical projects include but are not limited to:

- Home repairs such as roofs, floors, doors, walls and plumbing
- HVAC repair or replacement
- Building of wheel chair ramps for medical necessity

Additional projects requiring approval:

- Rent/Mortgage
- Furniture & Appliances - only if there has been a fire and a copy of the report must accompany application