

MEMBER HANDBOOK

Your Guide to the Cooperative Difference



**Berkeley Electric
Cooperative**

Your Touchstone Energy® Cooperative



WELCOME

Dear Member,

Welcome to Berkeley Electric Cooperative. When you signed up for electric service with us, you became a member and owner of this cooperative. You'll soon find out the cooperative business model is a special one. Why? Because we exist to put our members' needs first.



Mike Fuller • President & CEO

Our primary business is to provide you with safe, reliable and affordable electricity, but we don't stop there. As a cooperative, we are dedicated to enhancing the lives of those we serve. To that end, you might see us volunteering at food drives, awarding college scholarships, sponsoring local festivals or picking up trash along the highway.

The same commitment to the community means that Berkeley Electric is also focused on a sustainable energy future. Whether it is residential or commercial energy efficiency, rooftop or large-scale solar, electric vehicles or battery storage, we partner with our members, local businesses and municipalities to help ensure a bright future for the next generation.

We do all these things because of you. As a member, you have a voice at Berkeley Electric Cooperative. You are responsible for electing our nine-member board of trustees. These trustees are elected from the membership and make important decisions on your behalf, such as setting rates, policies and energy goals. They are responsible for representing the needs and interests of all members.

I encourage you to read through this handbook so you can get to know your electric cooperative a little better. We're glad to have you here.

CONTACT US

Member Services: 1-800-327-9615

Make a payment: 1-855-938-3615

Report an outage: 1-888-253-4232

HOURS OF OPERATION

Monday - Friday

8:00 a.m. - 5 p.m., excluding holidays

**WEBSITE
& SOCIAL**



OFFICE LOCATIONS

Moncks Corner District

Corporate Headquarters

& Berkeley Propane Company

1732 US-52

Moncks Corner, SC 29461

Goose Creek District

2 Springhall Drive

Goose Creek, SC 29445

Johns Island District

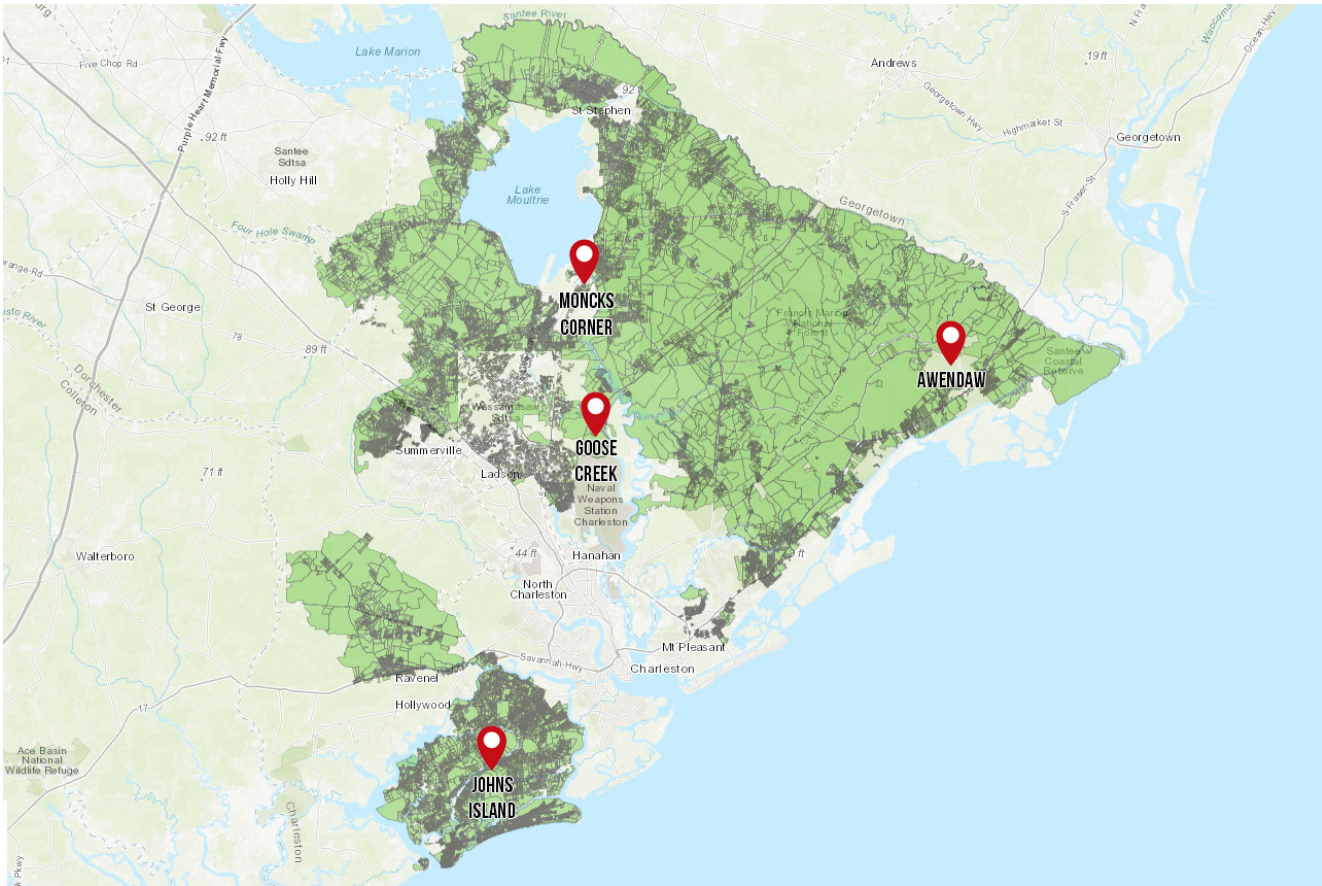
1135 Main Road

Johns Island, SC 29455

Awendaw District

North 7200 US-17

Awendaw, SC 29429

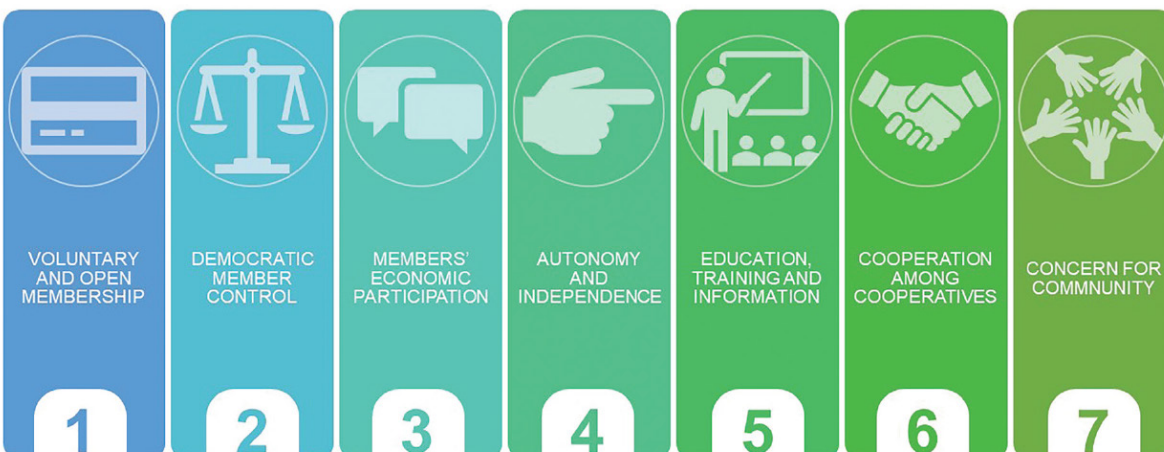


SERVICE TERRITORY

Berkeley Electric Cooperative is the largest electric cooperative in the state serving over 135,000 meters in Berkeley, Charleston and Dorchester counties in South Carolina's Lowcountry. Berkeley maintains over 6,500 miles of distribution line with more than half of its system underground.

WHO WE ARE

Coordinated by the County Agent's Office in Berkeley County, six men stepped forward to undertake the task of forming an electric cooperative. Each had to convince 100 residents to pay the \$5 membership fee 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. Today, it still costs just \$5 to become a member of your local not-for-profit co-op which is guided by the Seven Cooperative Principles.



My Co-op

THE COOPERATIVE DIFFERENCE

• *Not-for-profit* • *Service at-cost* • *Democratic control*

The very name “cooperative” speaks to the nature of our operation. We exist to work cooperatively with our members to provide them with power, but there are so many more ways we serve our communities. One of the key differences between an electric cooperative and a traditional utility is that we are not-for-profit. Since our members are also our owners, Berkeley Electric strives to keep costs low and provides electric service at-cost. Electric co-ops are also run democratically meaning that you have a voice in how your co-op is operated.

THE BOARD

• *Elected from membership* • *Governs the co-op* • *Serve 3 year-terms*

Berkeley Electric Cooperative is governed by a nine-member board of trustees who are elected democratically by and from the membership. Each board member serves a three-year term, after which they can run for re-election. Board trustees are elected during the Annual Meeting which is held annually in November. The Board of Trustees meets monthly to address any issues the co-op may be facing. A list of board meeting dates is maintained on the co-op’s website along with the minutes of all board meetings.

Members may petition to formally address the board or may contact their board member directly. Members who live in a district up for election may also submit themselves as a petition candidate for the board. To determine your board representative, or how to run for the board, visit the cooperative’s website at berkeleyelectric.coop.

ANNUAL MEETING

As a self-governing, member-owned cooperative, Berkeley Electric is required to hold an Annual Meeting of Members each year in November. The purpose of this meeting is to conduct the business of the cooperative including electing board trustees, approving bylaws and considering new business brought forth by the membership. Pursuant to state law, the annual meeting must reach a quorum of voting members and all voting must be conducted in person (no alternative methods or proxy voting allowed.) Berkeley Electric voluntarily applies a \$30 bill credit to the account of each voting member (limit one per membership.)

CAPITAL CREDITS

Another part of the cooperative difference is Capital Credits. As a not-for-profit co-op serving its members, we do not earn excess profits for outside shareholders. Our rates are set at a level to recoup the costs of operating the cooperative and to meet debt obligations. Any revenue collected during the year above these costs is considered margins. When available, these margins are allocated back to members. The amount allocated back to you varies and is dependent upon the amount of “capital” you contributed to the co-op during the year through purchasing electricity. More information on how capital credits are allocated can be found on the co-op’s website.

YOUR ELECTRIC SERVICE

Applying for and Transferring Service

To receive service from Berkeley Electric Cooperative, or to transfer an existing account, 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 permit is also required.

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. Both residential and commercial applications can be completed at your nearest district office or online at berkeleyelectric.coop.

Disconnecting Service

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

Name and Membership Changes

Berkeley Electric allows members to control access to their accounts in a variety of ways. Please visit our website or district office for the following forms:

- **Joint Membership** - Current state law allows joint memberships to be held by legally married couples. Be prepared to provide or upload copies of government-issued photo identification and a copy of the marriage license.
- **Contact Authority** - Individuals can be permitted to make inquiries on the account, update telephone numbers, e-mail address, SmartHub password, and the mailing address. It also allows specified individuals to make payment arrangements on behalf of the member. It does not allow them to make any changes in the service status or add any additional accounts.
- **Name Change** - If you have gone through a qualifying event (marriage, divorce, etc.) that has prompted a legal name change, you can request to have your name updated on your Berkeley Electric Cooperative account.

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

Right of Access - Please be aware that according to the co-op's bylaws, the Cooperative's identified employees shall have the right of access to member's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining or exchanging any or all equipment and facilities which are the property of the Cooperative, including right-of-ways.

UNDERSTANDING YOUR BILL

Electric bills are issued either daily or monthly and include charges for the electricity consumed during the previous day or month. The front page of your bill is your service summary, which includes your total charges, monthly summary, your payment and the past due, if applicable. The back page provides a snapshot of your electric use with daily average and monthly comparisons.

Payment is due within 15 days following the billing date after which it 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 unless the member is on Advance Pay. An applicable deposit will 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.

UNDERSTANDING YOUR BILL



Berkeley Electric
Cooperative
Your Touchstone Energy® Cooperative

1  **Berkeley Electric Cooperative, Inc.**
1.800.327.9615
www.berkeleyelectric.coop
Monday-Friday: 8 a.m. - 5 p.m.

2 **TOTAL AMOUNT DUE**
\$327.00
PAYMENT DUE 01/01/2025

Account No. 1234567001
Member Name(s) JOHN DOE
Service Address 123 Main Street
Service Description House
Billing Date: 12/17/2024
Billing Period: 11/12/2024 - 12/12/2024

Total Monthly Use	Average Temperature	Average Daily Cost	Average Daily Use
3 2160 kWh	53°F Range: 77 - 25°	\$9.09	72 kWh

Total Roundup Contribution for 2024 is \$6.34
As a not-for-profit, we return margins to our members as Capital Credits. That's the Cooperative Difference.
Get the gift of savings with up to \$300 in rebates for installing a smart thermostat.
Our offices will be closed on Dec. 24-25 & Jan. 1. Happy holidays!

4

Account Summary Current charge detail found on the back of this page.
Account Summary current charge detail found on the back of this page

Total Amount Due From Previous Statement	304.00
Payments	-304.00
Balance Prior To This Billing	0.00
Current Charges	327.00
Total Amount Due by 01/01/2025	327.00

5

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. Please detach bottom portion and return with your payment.

 **Berkeley Electric Cooperative, Inc.**
P.O. Box 1549 Goose Creek, SC 29445-1549

 **Barcode for Kiosk Use**

Account # 1234567001
Total Amount Due 01/01/2025 \$327.00
Amount Paid

6

Berkeley Electric Cooperative, Inc.
PO Box 340
Awendaw SC 29429-0340

2384 0 AV 0.545
JOHN DOE
123 MAIN STREET
SUMMERVILLE SC 29486-1234

5 2384
C-7

43025000029500000029500121720244

1 Total Amount Due:

Summarizes total amount or budget amount due. AutoPay will be indicated if you are enrolled in that program.

2 Account Information:

Your account number, name, service address, service description, and billing period information.

3 Monthly Summary:

Total usage, temperature information, and average cost information for the current billing period. This information can help you understand changes in the amount of electricity you use.

4 Messages:

This area displays messages related directly to your account or service. This is also where you can learn about new programs and events for co-op members.

5 Account Summary:

Here is information about your past payments, current charges, and total charges. It includes any activity since your last statement.

6 Payment Stub:

If you are mailing your payment, detach this portion and mail with your check. The payment stub is also useful if you are paying on one of our conveniently located kiosks.

1 Usage/Temperature Graph:

This graph shows your daily energy use for the billing period compared with the high and low temperatures for each day. The more difference there is between the temperature outside and the thermostat setting inside, the harder your heating and/or cooling system will work and the more energy it will use -- even if you don't adjust the thermostat.

2 Monthly Comparison:

This shows the amount of energy you used during this billing period compared with the same billing period a year ago.

3 Daily Average:

This shows the average daily use and average daily cost during the current billing period. The average use is calculated by taking the monthly usage and dividing it by the number of days in the billing period. The average cost is calculated by taking the current bill amount and dividing it by the number of days in the billing period.

4 Meter Information:

This area displays the meter number, rate, reading dates, number of days, readings, and usage for the current billing period.

5 Current Activity:

This area shows a breakdown of all charges for the current billing period. Some of those charges will include the following:

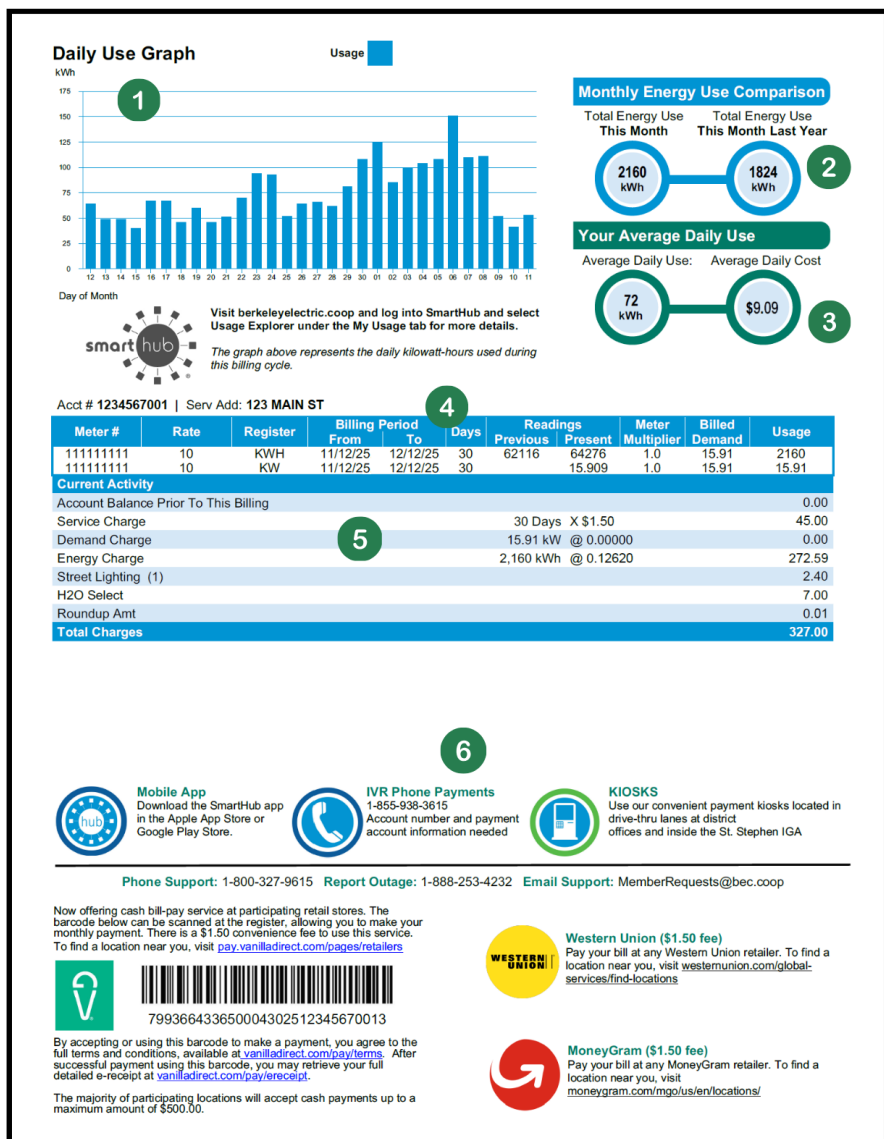
Energy Charge: the cost of the electricity used for the billing period.

Service Charge: Residential accounts are charged \$1.50 per day, and general service accounts are charged \$1.60 per day. This covers all of the costs associated with building and maintaining the electrical system, including poles, wire, transformers, substations, etc.

Power Cost Adjustment: the PCA is used to adjust your bill to reflect changes in the price the cooperative has to pay for the wholesale power provided to you. When there is no PCA charge or credit, it is not listed on your bill.

6 Payment Options:

This section shows ways to contact BEC and various payment methods offered.



SCAM WARNING

Berkeley Electric DOES NOT take live payments over the phone.

If you are contacted with demands for immediate payment, it is likely a scam.

Berkeley Electric will never visit you or call you in-person to collect payment.

We will also never require a specific form of payment, such as a prepaid debit card.

If you ever suspect a scam, hang up and call the cooperative directly.

PAYMENT & BILLING

Payment Options

- **Payments can be made on the SmartHub app 24/7 at no additional charge.** Payments are credited to your Berkeley Electric account immediately after processing the payment on the website or through the free mobile app. Credit cards, debit cards, and electronic check payments are accepted. You can also schedule payments up to 90 days in advance. The minimum/maximum online payment amounts are between \$10 - \$1,000. Payments can also be made through the SmartHub portal on our website. Please note that scheduled payments are not considered payment arrangements. Please contact your local district office directly to make arrangements.
- **Payments made at one of our 24-hour kiosks** are received immediately. Pay by cash, credit, debit, or electronic check. Member account information can also be stored for future use at the kiosk. Kiosks are located in the drive-thru lanes at our Moncks Corner, Goose Creek and Johns Island offices. An additional kiosk is located inside the St. Stephen IGA. (Open 7 am - 9 pm Mon.-Sat. / 8 am - 8 pm Sun.)
- **Payments can be made over the phone** through the Co-op's Interactive Voice Recognition system (IVR) at 1-855-938-3615. A Berkeley Electric Cooperative account number and credit/debit card or checking information are needed. Please note - we do not accept live payments by a member service representative over the phone. Members must use the IVR system. If asked to make an immediate payment over the phone, please hang up and call your local district office with as much information as possible. Do not use a provided call-back number.
- **Pay your bill with cash at any MoneyGram location** for an additional fee of \$1.50. Payments made using this service are received immediately. MoneyGram services are most commonly found at Walmart, Advance America, and CVS/Pharmacy. You can also go to www.MoneyGram.com to find additional locations in your area. To pay using this service, you will need to use the Receive Code "15119" and you must have your Berkeley Electric Cooperative account number.
- **In-person.** Payments can be made in person at any one of our conveniently located district offices. A minimum payment amount of \$20 is required for office transactions.

Billing Options

- **Fixed Budget Billing:** Pay the same amount each month with a settle up month once a year in May. Best option for creating a household budget.
- **Levelized Billing:** Eliminates large swings in your monthly bill so there are only small variations month to month. Creates a rolling average based on past electric use that reduces the effects of extreme changes in the weather.
- **Paperless Billing:** Go paper-free. Receive an email notification in place of a printed statement in the mail. View and pay your bills online through our SmartHub payment portal/app.

Service Fees

• Membership Fee	\$5.00
• Service Connection Fee	\$20.00
• Temporary Service Fee	\$50.00
• Overhead/UG Conversion Fee	\$100.00
• Meter Reread Fee	\$25.00
• Meter Test Fee - Single-Phase	\$50.00
• Meter Test Fee - Three-Phase	\$75.00
• Non-standard Meter Reading Fee	\$70/mo.
• Collection Fee	\$20.00
• Reconnection Fee - Working Hours	\$30.00
• Reconnection Fee - After Hours	\$50.00
• Additional Trip Reconnection Fee - after hours	\$50.00
• Returned Check Fee	\$30.00
• Meter Tampering Fee	\$100-500
• Transformer Tampering Fee	\$5,000
• 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/ft
• Excess UG Secondary in Subdivisions	\$5.50/ft

POST PAY & PREPAID

Post Pay

You're probably most familiar with this traditional type of account. The energy you consume during a billing cycle is sent to you at the end of that cycle. Remember, your monthly bill represents the energy used during the previous month. This type of account may require a deposit, membership fee and other applicable fees at the time of application.

Prepaid

With prepaid billing, your electricity is purchased in advance which allows you to customize your payments. Make smaller, more frequent payments or pay a year in advance. You track your energy use via SmartHub or through text and email notifications. Prepaid members are not subject to late fees, disconnect/reconnect fees or deposits. Ensuring there are sufficient funds to keep the account active is the member's responsibility.



SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool. Report service interruptions and be in the know with high use alerts, due date notifications and hourly usage graphs all in the palm of your hand and online.

Smart Payments

Download for free to pay securely online or in the app, anytime, anywhere. Sign up for auto payments, set up your secure preferred payment method and let account management go into auto pilot. You can even easily sign up for paperless billing and say goodbye to stamps!



WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, manage your use and contact us with service issues quickly and easily online or on your mobile device.



Manage Your Account



View and Pay Your Bill



Monitor Usage 24/7



Report Service Issues



Receive Important Updates

My Account

Programs & Services

Energy Efficiency

Virtual Audits

Berkeley Electric's advanced digital metering system provides hourly data to our energy experts, allowing them to help identify problems in your home that could lead to excessive energy use. It also alerts them about unusually high spikes in energy use to proactively contact members to address emerging issues before they grow out of control.

In-home Audits

If a virtual audit does not solve the problem, 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. Both virtual and in-home audits are free of charge.

Loans

HomeAdvantage Loan

The program features a low (5%) interest rate on improvements up to \$20,000 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 members' needs in mind. Not only does it feature a low interest rate, but the loan payment will also 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 weatherization 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. Loan payments are made directly to Farmers & Merchants Bank.

Renewable Energy

Solar Panels

Receive bill credits generated by your home's solar PV system. Requires an interconnection agreement. All systems must be completed and inspected before qualifying. Members can use our on-line Rooftop Solar Assessment tool to estimate their solar generation potential and receive a free evaluation of any solar proposal. **NOTE:** Berkeley Electric does not currently partner with any solar sales company/installer in any capacity.

Choose EV

Visit berkeleyelectric.coop for a comprehensive online toolkit to help decide if an electric vehicle is right for you. View EV models, use the savings calculator and learn about available incentives.

Commercial Members

The Energy Experts at Berkeley Electric offer Renewable Energy Credits for large commercial accounts, solar PV sizing assistance and commercial lighting rebates along with energy audits and rate advice.

Rebates

Smart Thermostat Rebate

Purchase an ecobee smart thermostat from us for just \$190 + tax (one per household) and once it is installed and hooked up to Wi-Fi, we will refund the money as a bill credit. Additional thermostats can be purchased for \$190 + tax. Bill credits are one per home. You will also receive a \$50 bill credit if you stay opted in to 60% or more of the control events for the following 12 months. Plus, the \$50 annual credit is ongoing as long as the program and your participation continues.

- Thermostat is controlled 4-8 times a month
- Control periods are typically 2-6 p.m. summertime / 5-9 a.m. wintertime
- Members must participate in 60% of periods to qualify for rebate

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 \$1,000 rebate per home. We recommend installing an Energy Star heat pump to increase savings.

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

For just \$8 per month, the H₂O Select program provides a warranty covering any existing electric water heater 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 \$7.51. This fee can be added to your monthly electric bill and includes a warranty. Please note, this does not qualify as lightning protection.

Battery Recycling

Berkeley Electric Cooperative is partnering with Redwood Materials to offer convenient access to recycling for rechargeable devices with a lithium-ion battery. Drop-off bins are located in the co-op's district offices. Redwood accepts cell phones, laptops, tablets, cordless power tools, electric toothbrushes, wireless headphones and any other rechargeable device with a lithium-ion battery.

Outdoor Lighting

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. To have a light set on the property, both the member and property owner must sign the 5-year contract.

FREE member benefit card that saves you money 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. Be sure to visit connections.coop for full details.

Co-op Connections



FREE member benefit card that saves you money 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. Be sure to visit connections.coop for full details.

Retail

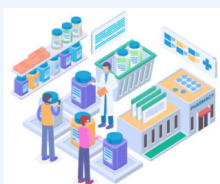
Show your card at any of the participating businesses to receive a special discount. Simply visit connections.coop for a list of those participating. You can also find discounts at national retailers and online specials and save on everything from dining to oil changes. Don't forget to visit Coupons.com 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. Visit connections.coop to Locate Providers and to check on prescription pricing before you buy.

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, visit connections.coop.



Health + Wellness NB Rx

Make sure you're always getting the best deal on your prescriptions with deep discounts through NB Rx. Save 10% to 85% on most prescriptions at 60,000 retail pharmacies nationwide.



Health + Wellness Dental

Smile brighter with big savings at over 160,000 dental locations nationwide. Just present your card with the Humana Dental Access logo and pay the discounted price at the time of service. Use your card over and over again to keep your teeth sparkling clean.



Health + Wellness Lab Testing

Direct access to over 1,500 major clinical laboratories nationwide where you can save 10% to 80%.



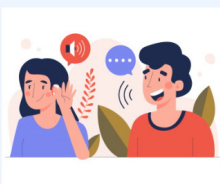
Health + Wellness Diagnostic Imaging

Members save money and time with access to pre-negotiated discounted rates on MRI, CT scans, ultrasounds, X-rays, and mammograms at thousands of credentialed radiology centers nationwide.



Health + Wellness Vision

Your eyes are the windows to your health. Now you and your family can see better savings at over 20,000 vision providers nationwide, including national chains and local retailers.



Health + Wellness Hearing

Retail hearing Care by Amplifon the #1 direct to consumer hearing aid brand, will help you find affordable solution with the fit, comfort, and amplification you need.



Health + Wellness Chiropractic

Back out of whack? Use your membership to save 30% to 50% at over 3,000 chiropractors nationwide.

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.

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

Members can also report outages through SmartHub either online or via the free mobile app. Stay up-to-date with our live outage map available on our website at berkeleyelectric.coop.

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, Berkeley Electric Cooperative and its employees have been involved in Lowcountry communities since the 1940s.

Assistance Programs

Berkeley Electric plays an active role in its communities, including acting as a liaison between members in need and local assistance agencies. On average, the co-op aids its members in securing close to \$1 million in annual assistance. Please contact your district office for 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.

Bright Ideas Education Grants

The Bright Ideas program supports innovative and effective classroom education curricula that cannot be covered by traditional school financing. Individual teachers can apply for grants up to \$1,000 while teams of teachers are eligible for grants up to \$1,500. Teachers in public and private schools, K-12 in Berkeley Electric Cooperative's service area are eligible to participate. Grants are awarded annually in a competitive evaluation process. Funds for the grants are raised through the Bright Ideas 5K held each spring.

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, high school juniors spend a week in June visiting Washington, D.C. to learn about electric cooperatives and their federal government as well as tour the monuments and meet their United States Representative and Senators. The Youth Summit offers a similar experience at the state level in July for high school sophomores as they enhance their leadership skills and learn how state government and electric cooperatives work while visiting Columbia, SC.

To apply, students need to be the children or grandchildren of a current Cooperative member and can apply starting in January of each year on our website at berkeleyelectric.coop.

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 wheelchair 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

COOPERATIVE BYLAWS

As Amended Through December 2022



**Berkeley Electric
Cooperative**

®

Your Touchstone Energy® Cooperative



INSERT BYLAW PAGES



Berkeley Electric Cooperative, Inc. is an equal opportunity provider and employer.