



**BRUNSWICK ELECTRIC**  
MEMBERSHIP CORPORATION

# MEMBER HANDBOOK





On behalf of the  
Board of Directors  
and employees, welcome  
to Brunswick Electric  
Membership Corporation

JOSH WINSLOW, CEO

BEMC operates on a not-for-profit business model and is 100- percent owned by the members it serves – you! We’re committed to providing the safest, most reliable electricity at the lowest possible cost. But being an electric cooperative means much more than just providing electricity. It means striving every day to make a brighter future for our members, and to make a difference in the world in which they live.

**We serve our local members by:**

- *supporting our local communities*
- *maintaining affordable rates through targeted energy-efficiency programs*
- *offering flexible, value-added services to fit each member’s lifestyle*
- *practicing environmental stewardship and sustainability*

You are invited to read through this guide to learn more about your co-op, the services we provide, and the programs we offer to benefit the community. Can’t find what you are looking for? Please call and speak with our customer service team at 800-842-5871, Monday through Friday between 8 a.m. and 5 p.m. or stop by one of our three offices. We’re here to serve you and we look forward to meeting you.

Thank you,  
**Josh Winslow**

CEO

# 7 Cooperative Principles



## **OPEN AND VOLUNTARY MEMBERSHIP**

Open to all persons able to use services and accepting of responsibilities.



## **DEMOCRATIC MEMBER CONTROL**

Members actively participate in setting policies and making decisions.



## **MEMBERS' ECONOMIC PARTICIPATION**

All members invest in their co-op. People, not shareholders, benefit from profits.



## **AUTONOMY AND INDEPENDENCE**

Co-ops never compromise their democratic member control.



## **EDUCATION, TRAINING, AND INFORMATION**

Opportunities for members, employees and greater community.



## **COOPERATION AMONG COOPERATIVES**

Working together is the best strategy to empower members and build a stronger economy.

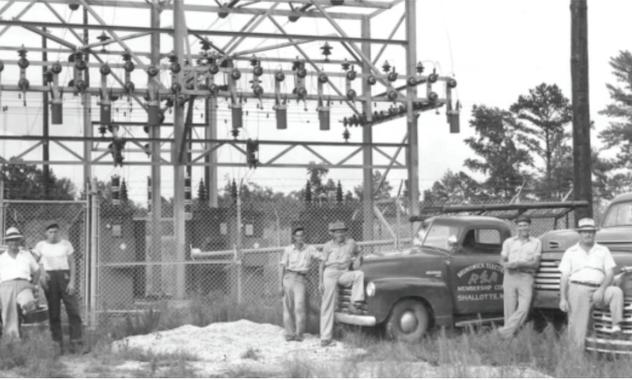


## **CONCERN FOR COMMUNITY**

Contribute to sustainable development of their communities by sourcing and investing locally.



# BEMC Overview



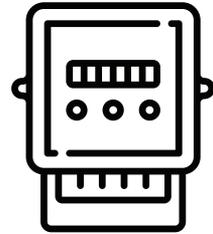
## 1939

Energized our first lines

approximately

# 98,000

meter locations in Brunswick, Columbus, and parts of Bladen and Robeson counties



co-op in North Carolina



# 11

board members, democratically elected by the membership, tasked with governance and oversight of the cooperative's performance



Employ more than

# 180

of your friends and neighbors

Office locations in Supply, Whiteville and Southport/Oak Island



# 99%

Consistently achieve a reliability rating of greater than 99%, which is the amount of time your power is on

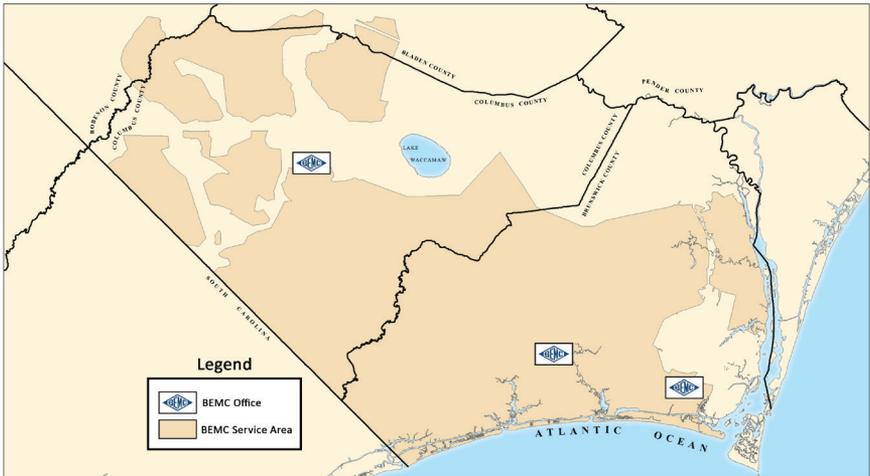
# Power Source

## BEMC is a distribution cooperative.

BEMC builds and maintains over 7,065 miles of local, member-owned transmission and distribution power lines. Power is purchased through our partnerships with NC co-ops, which allows us to leverage low-carbon sources of electricity at the best market prices. BEMC utilizes integrated grid technologies to ensure reliability and value for the membership.



# Service Area



BEMC serves Brunswick, Columbus, and parts of Bladen and Robeson counties.



# Bill Payment Options



**SmartHub:** Manage your BEMC electric account online, 24 hours a day, 7 days a week with SmartHub. SmartHub allows you to check your usage, view and pay your bill. **Download the FREE app on the Apple Store or Android Market.**

**Automatic Draft:** on time, every time.

**bemc.org via SmartHub:** safe, secure, convenient.

**24/7 automated phone system:** call 866-934-6830.

**Bill Payment Terminals (BPTs):** located throughout our service area. Visit [bemc.org](http://bemc.org) for a complete list of locations.

**PrePay Power:** take control of your spending with PrePay Power. Pay for your power in advance and only buy more when you need more.

**Equalized Billing:** evens out the seasonal variations in your electric bill so that you pay a standard amount each month.

**By Mail:** please be sure to allow at least five (5) business days for your payment to reach us.

**In-person:** at any of our three locations – Supply, Whiteville, or Southport/Oak Island, during business hours of 8 AM – 5 PM, Mon-Fri. Pay your bill at the counter or drive-through window, or after hours through the night depository.

For more information on payment options,  
please call 800-842-5871.

# Explaining Your Bill

WHO DO I CALL IF I HAVE QUESTIONS?



**BRUNSWICK ELECTRIC**  
MEMBER OF BUNGE ENERGY

PO Box 826  
Shalotte, NC 28459-0826

Charlotte Headquarters: 810.754.4391  
Wilmington Office: 810.942.2011  
Southport/Clarkesboro Office: 810.457.9808  
Toll Free: 800.842.5871  
Outage Reporting: 800.992.5309  
Pay by Telephone: 866.934.6830

MEMBER NAME: 4 521  
ADDRESS 1  
ADDRESS 2

Statement Date	07/07/2021
Account Number	3422000000
Payment Due	07/23/2021

Service Summary	
Previous Balance	212.81
Adjustments	0.00
Payment Received 06/23/2021	Thank You! -212.81
Balance Forward	0.00
Current Charges	216.66
<b>Paid by Draft on 07/23/21</b>	<b>216.66</b>

**Important Message**

Beat the Peak is a voluntary program aimed at helping keep power costs down for the entire membership. Visit [bemc.org/beat-peak](http://bemc.org/beat-peak) for more info. Please call 800-842-5871 to verify the contact information on your account, so you don't miss the alerts.

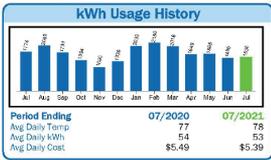
WHAT DO I OWNE AND WHEN IS IT DUE?

If you are on an automatic draft, that will be indicated.

MY METER # AND DETAILS

Account: 342200000 Phone #: (810) 990-0000 Service Address: ADDRESS 1

Meter Number	Rate Schedule	Service Location	Services	From	To	Days	Readings Previous	Readings Present	Meter Multiplier	kWh Usage	Billing Cycle
00000000	1-RESIDENTIAL SURVIVE	242-24-000	06/03/2021	07/09/2021	20	19372	20902	1	1,530	1	



**Current Service Detail**

Base Facility Charge	29.75
1,530 kWh @ 0.1022	156.37
Repa Rider	0.33
Security Light	10.95
Coal Ash Mgmt @.00333 Per kWh	5.09
Sales Tax	14.17
<b>Total Current Charges Paid by Draft</b>	<b>216.66</b>

BREAKDOWN OF MONTHLY CHARGES

HOW MUCH ELECTRICITY AM I USING?

KEEP  
SEND Please do not staple or paperclip.

Account Number	3422000000
Paid By Draft On 07/23/2021	\$216.66

RETURN THE BOTTOM PORTION OF THE BILL WITH PAYMENT

HOW TO PAY MY ELECTRIC BILL

There are many options to choose from. (BPT locations listed below)

- PAYMENT OPTIONS:** (call us or visit [www.bemc.org](http://www.bemc.org) for details)
- Make checks payable to: **Brunswick Electric**
  - Automatic Draft of your bank account or credit card
  - E-pay Online at [www.bemc.org](http://www.bemc.org)
  - Credit Card Authorization by telephone at 866-934-6830
  - Bill Payment Terminals (BPTs) - all BEMC offices 24/7 and 6 other locations
  - Night Deposit Box at every BEMC office
  - By Mail -- please allow time to reach us by due date
  - Equalized Billing -- to help even out seasonal variations in your bill

MEMBER  
MEMBER  
ADDRESS 1  
ADDRESS 2

BRUNSWICK ELECTRIC MEMBERSHIP CORP.  
MAIL PROCESSING CENTER  
PO BOX 580348  
CHARLOTTE NC 28258-0348



3422401603 000021666 8

Questions? Call us at 1-800-842-5871 Business hours are 8am-5pm Mon-Fri

You can pay your bill anytime by credit or debit card by calling 1-866-934-6830 or pay by cash, check or debit/credit card at any BEMC Bill Payment Terminal listed below.



# If Your Power Goes Out

To report an outage, call **800-682-5309**, use Smart Hub, or fill out our online usage form found at [bemc.org/report-power-outage](https://bemc.org/report-power-outage). If you are calling, the location of your outage can be identified immediately by the phone number we have associated with your physical address. If you are not calling from the outage location, phone, when prompted, enter the phone number of the location where your outage is occurring.

To see a current list of outages, visit [outage-maps.bemc.org](https://outage-maps.bemc.org).



call  
**800-682-5309**

use  
**SmartHub**

online outage form  
[bemc.org/report-power-outage](https://bemc.org/report-power-outage)

current list of outages  
[outage-maps.bemc.org](https://outage-maps.bemc.org)

# Energy Programs



## Connect to Save

If you have a smart thermostat, you could be eligible to earn **\$50 upfront and \$4 per month** by participating in our Bring Your Own Thermostat (BYOT) program.

BEMC will adjust your enrolled thermostat(s) by three degrees to help lower power consumption during a period of peak demand. Participation helps decrease the use of less efficient, more expensive energy sources. That's good for the environment and helps keep energy costs low for everyone.

## Community Solar

Members who wish to generate their own renewable electricity, but don't want the hassle associated with installing or maintaining their own solar array may participate in our community solar program by purchasing the output of one or more solar panels.



BEMC has two community solar farms, one in Brunswick County and one in Columbus County, with more than 700 panels available for lease through this program.



## Rooftop Solar

Members who want to generate their own renewable electricity, but maintain a connection to the grid, are fairly compensated by BEMC for their solar panels' output.

Owners of small renewable energy systems receive monthly retail credit for a portion of the electricity their panels generate.

## Time of Use

BEMC has a Time of Use (TOU) Rates will use more electricity when demand is low or during off-peak hours by paying less per kWh than our standard energy usage charge.



### On-Peak Summer



April 16 - October 15  
2 p.m. to 6 p.m.  
Weekdays

### On-Peak Winter



October 16 - April 15  
6 a.m. to 9 a.m.  
Weekdays

### Super Off-Peak



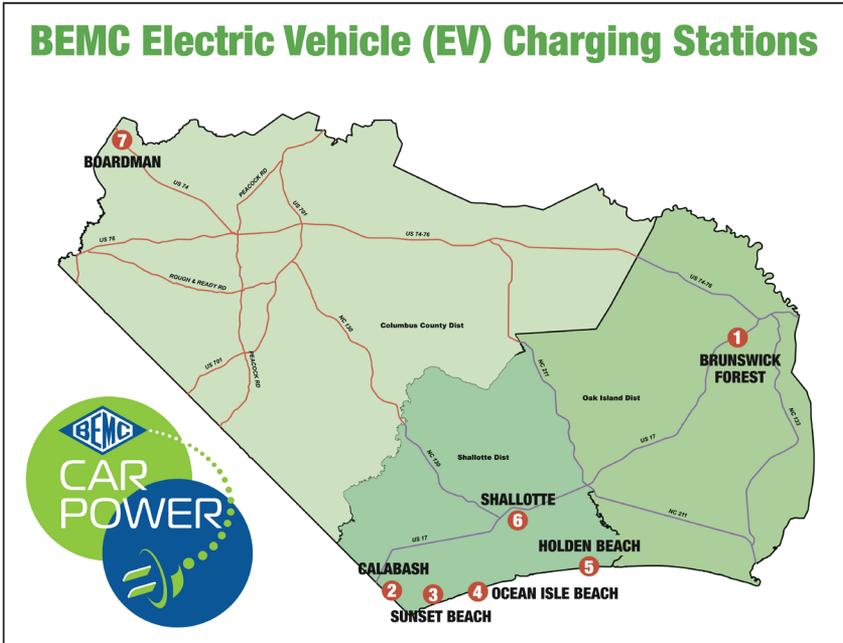
10 p.m. to 5 a.m.  
Every day

This rate plan encourages you to use less energy when electricity demand is high or on-peak hours. It is ideal for those who can avoid using high-wattage appliances during on-peak hours.

**For more information on on these programs,  
please call 800-842-5871.**

# EV Charging Stations

BEMC has seven electric vehicle (EV) charging stations across our service territory.



1. Brunswick Forest, 1112 E. Cutlar Crossing, Level II charger
2. Calabash, 1045 River Road, Level II charger
3. Sunset Beach, 419 Sunset Blvd., Level II charger
4. Ocean Isle, Monroe St., Level II charger
5. Holden Beach, 107 S. Jordan Blvd., Level II charger
6. Shallotte, 123 Mulberry St., Level II charger
7. Boardman, 1029 Old Boardman Rd., DC Fast Charger



# Community Programs



## **Warm Homes, Warm Hearts:**

This program allows our service territory members to help keep their neighbors warm during winter by donating funds to this campaign. Every year, BEMC matches up to \$50,000 for all donations. All funds from this program are administered to members in need through Brunswick Family Assistance and the Columbus County Department of Aging. Since 2008, more than \$1 million has been raised for this heating assistance program.



## **NC Electric Cooperatives Youth Tour:**

BEMC sponsors two students each year to visit Washington D.C. through the Electric Cooperative Youth Tour. During their trip, students meet federal elected officials, learn about our nation's history, the cooperative business model, and the importance of civic engagement.



## **College Scholarship Program:**

BEMC awards two scholarships of \$5,000 each to high school seniors from Brunswick County and the Columbus County area served by BEMC.



### **Carolina Country Magazine:**

As a member of BEMC you will receive a free copy of Carolina Country each month. The magazine is filled with stories of people across the state, our monthly newsletter, tips for saving energy, recipes and more.



### **Supporting Innovation in Classrooms:**

The Bright Ideas grant program was created in 1994 at Brunswick Electric and has since been adopted by all electric co-ops in North Carolina. This program provides funds to teachers for special, innovative classroom projects that may otherwise not be funded. To date, the program has provided almost \$11 million in education grants across the state.



### **Funding for Community Service Projects:**

Each year, BEMC provides about \$35,000 in grants to community groups and non-profit organizations that make a difference in the lives of our members. Funding for these grants comes from the equipment auction at our annual membership meeting. Since 2003, BEMC has granted more than \$580,000 to area non-profit organizations.



### **Weatherization Loans:**

BEMC provides low-interest loans to qualified members to help you make energy efficiency improvements to your homes and businesses.

## IMPORTANT NUMBERS

Brunswick Electric Customer Service	800-842-5871
Supply Headquarters	910-754-4391
Whiteville District Office	910-642-5011
Oak Island District Office	910-457-9808
BEMC Automated Payment System	866-934-6830
North Carolina No Cuts	800-632-4949 or 811

## OFFICE LOCATIONS

### Headquarters

795 Ocean Hwy W  
Supply, NC 28462

### Whiteville District Office

2228 New Britton Hwy E  
Whiteville, NC 28472

### Southport/Oak Island District Office

4335 Southport-Supply Rd  
Southport, NC 28461

Mon-Fri. 8:00 am – 5:00 pm

To report an outage, please call  
**800-682-5309**



Brunswick Electric Membership Corporation  
PO Box 826, Shallotte, NC 28459

[www.bemc.org](http://www.bemc.org)