




# Owner's Manual

*A complete guide to  
cooperative ownership.*




Your Touchstone Energy® Partner 

P.O. Box 150 • 1385 East Alexander Love Highway  
York, South Carolina 29745



**York Electric Cooperative, Inc.**

Your Touchstone Energy® Partner 

*The mission of York Electric Cooperative, Inc., a not-for-profit member-owned utility, is to provide unsurpassed, innovative and diversified service at a reasonable cost while improving the quality of life and promoting integrity, economic development, safety, and a vision of the future.*

**MAIN OFFICE**

York Electric Cooperative, Inc.  
1385 East Alexander Love Highway  
P.O. Box 150  
York, SC 29745  
**803.684.4248**

**BRANCH OFFICE**

York Electric Cooperative, Inc.  
2089 Highway 21 By-pass  
Fort Mill, SC 29715  
**803.548.4244**

**BRANCH OFFICE**

York Electric Cooperative, Inc.  
580 North Anderson Road  
Rock Hill, SC 29730  
**803.684.4247**

Visit our web site at:  
**[www.yorkelectric.net](http://www.yorkelectric.net)**

## Welcome to York Electric Cooperative

Since 1941, the York Electric Cooperative has provided dependable and affordable electric service that has helped families and businesses in the area continue to grow and prosper. York Electric is one of 20 electric cooperatives throughout South Carolina and is a member-owned, not-for-profit utility.

As a Touchstone Energy® Cooperative, we're deeply committed to the communities we serve, and this commitment is expressed in ways that touch almost every facet of our members' lives. For example, we're working with state and local organizations to attract new business and industry to our service area which creates jobs. Such jobs increase the local tax base, providing revenue for everything from public parks to school buildings.

We're also active in the community, supporting groups and events of all kinds. And of course, we have a vested interest in our children because it is they who, in the final analysis, will determine the future of our state. This is why we provide learning opportunities and scholarships to our young people, encouraging them however we can to be the most they can be.

Community service is the principle on which we were founded. For over 67 years York Electric Cooperative has kept that promise and we will continue to not only meet the expectations of a growing community, but to exceed them in every way imaginable.

## Membership Has Its Advantages

York Electric Cooperative is owned equally by each of its members. You can exercise your rights as a member at York Electric's Annual Meeting held in May of each year. At the meeting you will be informed of current events, vote on business matters, and elect Trustees.





## CAPITAL CREDITS

Like any sound business, your electric cooperative must have money on hand to use as operating capital. Funds collected in excess of actual expenses are accumulated in

the form of Capital Credits. Capital Credits are paid periodically with board approval after review of York Electric Cooperative's financial status.

## Programs and Services

We know that our members want to get the most value for their energy dollar. That's why we provide programs that help you evaluate and improve the energy efficiency of your home or business.



If you experience a power outage and

have already checked your main breaker, please call

**PowerTouch: 1-866-374-1234.**

PowerTouch from York Electric is the best way to help us get your lights back on even quicker.

This new outage management system lets you easily report an outage from your home telephone or from another location by entering your home phone number as listed on your account.

**Important: We MUST have your up-to-date telephone number where you receive service for PowerTouch to work most effectively.**

Please call if you experience a momentary power interruption even if the power comes back on immediately. If the problem persists, we will have a record of it and it can help us to ultimately find the cause of the problem.



## ENERGY AUDITS

To help keep your power costs low, York Electric offers a home energy audit program. At your request, our qualified personnel will visit your home and offer

improvement ideas for energy savings.

Our website, [www.yorkelectric.net](http://www.yorkelectric.net), features an interactive energy house that can also help with many cost-saving questions. Go to the website and click on "Save Energy."



## OPERATION ROUND UP®

Operation Round Up is a community-focused program to help provide financial assistance that benefits needy individuals and the community at large.

Funds will be used to pay for such community needs as elderly assistance, educational efforts for the disadvantaged, and to assist the needy with food, shelter, clothing, healthcare, and other community services. Members who choose to participate in Operation Round Up have their electric bill rounded up to the next-highest dollar amount. For example, an electric bill of \$52.71 will be rounded up to \$53.00 with 29 cents going directly to the Operation Round Up fund. When you participate, your contribution amounts to an average of only \$6 each year, or 50¢ per month.



## SURGE GUARD PROTECTION

York Electric's Surge Guard Program adds another layer of protection for today's sensitive electronic items, in addition to the system currently in place. Please contact our Customer Service

Department to find out how to "guard" computers, appliances, home audio products, etc., from lightning strikes and other unpredictable power surges.



## GREENPOWER

GreenPower in South Carolina is the clean, renewable energy alternative that powers our future! York Electric

has been offering GreenPower to our members since May of 2004. It provides you a direct opportunity to help our environment by supporting electricity generated from renewable power sources. At this stage of GreenPower development, the primary source of renewable energy comes from methane gas that is found in landfills across South Carolina. In addition, a small part comes from solar energy. All revenue from the sale of GreenPower is reinvested in future development of renewable energy resources such as solar energy, and education projects such as Solar Schools.

## Service Procedures and Options

### APPLICATION FOR SERVICE

To begin service from York Electric, the consumer must apply for membership. New members are required to pay a deposit and membership fee at the time of application. However, York Electric does accept qualified co-signers in lieu of deposit fees. We also accept a qualifying credit check that meets requirements established by the Board of Trustees. To obtain service for a new structure, proper county permits and inspection are required before power is connected.

Members can transfer service from one location to another in the service area without an additional deposit. Your original deposit and membership are transferred to the new location. To terminate service, the Cooperative must be notified 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. The procedure for obtaining temporary service, such as power for building a house, is the same as applying for new service. A valid county building permit is also required.

### UNDERGROUND SERVICE

Underground lines are available to members for either their home or business. Some additional lines are available at no cost, 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 out-buildings. Overhead lines can be changed to underground for a fee at the request of a member.

#### Security Lighting



### SECURITY LIGHTS

York Electric members can also have security lights installed on their property. There is no installation charge for the security light. If a new pole must be set, the monthly charge will be slightly higher. Monthly charges for security lights vary with the type and wattage of the light.

### METER LOCATIONS

In order for York Electric to read your meter on a monthly basis, you must locate your meter in an easily accessible location. The meter is an important piece of York Electric equipment to which our crews need access 24 hours a day, so please be sure to keep shrubs, fences,

and other obstructions well away from it. If you have questions concerning your meter location, please ask our engineer when he first meets with you concerning your electricity needs.

## Payment Procedures and Rates

You will receive your electric bill on a monthly basis, and you may pay directly at our main office in York, at our Fort Mill or Rock Hill branches. You have the online payment options of E-check or credit card payment. You can also pay via Bank Draft, an automatic monthly withdrawal from your checking account.

Payment is due within 15 days following the billing date. After 15 days, the bill is considered delinquent. A 1.5% penalty is added to the unpaid amount and a processing fee of \$2.50 is charged. If a bill remains unpaid for 25 days, it is subject to disconnection. Members will receive an automated courtesy call before disconnection of service.

If service is disconnected because of a delinquent bill, the delinquent bill and a reconnection fee must be paid to have service restored. There is an additional service charge if a trip to reconnect service is made after normal working hours. An applicable deposit may be required and billed to accounts that are disconnected for nonpayment.

The following is a list of the fees York Electric Cooperative charges for various services and situations. If you have any questions about these fees, please feel free to contact us.

### Membership

Fee	\$ 5.00
-----	---------

### Deposits

#### Residential:

Owned or Rented:	\$230.00
------------------	----------

*May be waived with qualifying creditor or co-signer*

#### Commercial:

Less than 51 KVA	\$250.00
51 to 499 KVA	\$500.00
500 KVA and greater	TBD
Shops, other home uses, residential pumps, etc.	\$ 25.00

## Service charges

Connection fee	\$ 20.00
Reconnect for non-payment	\$ 40.00
Collection fee	\$ 20.00 (per trip)
After hours (additional)	\$ 35.00
Returned check	\$ 30.00
Meter test (if meter OK)	\$ 25.00
Meter tampering	\$200.00 plus usage
Delinquent notice fee	\$ 2.50 plus 1.5%
Cut seal	\$ 25.00

## Security lights\*

100w high pressure sodium	\$ 8.50
250w high pressure sodium	\$ 11.00
400w high pressure sodium	\$ 12.00

\*The security light prices are for lights only. Options such as setting a pole, underground service, etc., may incur additional charges.

## Billing Options



### LEVELIZED BILLING

Levelized Billing makes your electric bills nearly predictable. Under Levelized Billing, each monthly bill is the rolling average of your electric

usage for the most recent 12 months. For instance, this month's bill would be the average electric usage of the previous 11 months, plus this month.

You can participate in the Levelized Billing program if you have been a residential member of the Cooperative for at least 12 months and you have a good credit history with us. There are no sign-up charges or monthly fees.



### BANK DRAFT

When you sign up for York Electric's Bank Draft Program, the Cooperative will automatically deduct the amount of your bill from your checking account

each month. You'll still receive a monthly statement showing you the amount of your bill, but you'll never have to write another check to pay your electric bill, or worry about letting the payment slip your mind.

### CREDIT CARD DRAFT

We also offer credit card draft for certain credit cards, which allows you to pay your bill by automatically charging your credit card each month.



INTERNET/ONLINE  
BILL PAYMENT

Technological

advances have enabled us to serve our members even more efficiently. Members can now learn more about York Electric's various programs and services and even view and pay their bills over the Internet. YEC members can securely and quickly make a payment or check their account from their home or office without the hassles of stamps and fighting traffic. Visit our website at [www.yorkelectric.net](http://www.yorkelectric.net).

## SENIOR ADVANTAGE PROGRAM

Does your power bill come due before your Social Security or disability check arrives?

If so, York Electric Cooperative has a program that can put your mind at ease and enable you to manage your finances more effectively. Our Senior Advantage Program allows you the extra time you need to make your payment. With this program, we will read your meter during your normal cycle, then schedule your billing on a deferred cycle, making your payment due after your check arrives. If you would like to be considered for this program, please call 684-4248.

## THIRD PARTY NOTIFICATION

Third-Party Notification is a free service offered by York Electric as a safety net which allows a designated third party to be notified should a loved one's electric bill become past due or be subject to disconnection. Under this program, York Electric will notify the designated third party of the member's choosing if his/her account becomes past due. Both the member and the third party will receive notification by mail and/or by phone. While the third party is not responsible for paying the bill, they may choose to remit a payment for the member.

## Community Commitment



### WASHINGTON YOUTH TOUR

Once a year, York Electric makes it possible for two high school juniors to join dozens of other South Carolina students as part of the Washington Youth Tour — a six-day, all-expenses-paid educational experience in Washington, D.C. The tour

allows students to get involved in the political process by giving them first-hand knowledge of our government in operation. High school juniors who would like to apply for the Electric Cooperative Washington Youth Tour should contact York Electric or read *Living In South Carolina* for details.

## EDUCATIONAL PROGRAMS

Because we believe that understanding electricity is the first step toward using electricity responsibly, we're eager to help elementary students in our service area gain that understanding as soon as possible. At the teacher's request, a York Electric Cooperative representative will visit students in the classroom for a fun and informative presentation that helps students respect and value the role electricity plays in their lives. To find out more about these free in-school presentations or to schedule a presentation for your classroom, please contact us.

## Economic Development

York Electric's development of the East York Industrial Park is exemplary of the Cooperative's commitment to bring quality industry and jobs to York County. This project clearly demonstrates our confidence in the future growth of the region.

The park is a 465-acre tract of prime industrial real estate. East York was planned, designed and located to offer industry an accessible, convenient location at affordable prices with a full range of support services.

York Electric recognizes that the basis of our strength is the families, the businesses and the communities we serve. On this substantial foundation, York Electric Cooperative will continue to work for progress and a better quality of life for the people in our service area.

## Safety Programs

York Electric Cooperative offers many programs to ensure electrical safety for you and your family. To be certain you are well informed, we send you a monthly periodical, *South Carolina Living*, that routinely features safety tips and articles. In addition, you can find more safety tips on our website at [www.yorkelectric.net](http://www.yorkelectric.net). York Electric Cooperative also provides safety presentations for elementary schools, civic groups, and other organizations.

## The Touchstone Values

As a Touchstone Energy® partner, we are dedicated to maintaining high standards of integrity, accountability, innovation, and community commitment in all we do... by providing electric service that is among the most reliable, affordable and efficient to be found anywhere in the country, by offering a wide range of programs and services carefully designed to improve our members' quality of life, and by being responsive to our members' needs. This is why we urge you to contact us if you ever have a question about York Electric Cooperative, or if you have a comment or suggestion that might help us serve you better.

## Contact Information

We welcome all questions and comments about the services we provide our members. We have three offices, all of which are open 8 a.m. until 5 p.m. Monday through Friday. Branch offices are closed during the lunch hour, 12:30 p.m. until 1:30 p.m.

### MAIN OFFICE

York Electric Cooperative, Inc.  
1385 East Alexander Love Highway  
P.O. Box 150  
York, SC 29745  
**803.684.4248**

### BRANCH OFFICE

York Electric Cooperative, Inc.  
2089 Highway 21 By-pass  
Fort Mill, SC 29715  
**803.548.4244**

### BRANCH OFFICE

York Electric Cooperative, Inc.  
580 North Anderson Road  
Rock Hill, SC 29730  
**803.684.4247**

Visit our web site at:

**[www.yorkelectric.net](http://www.yorkelectric.net)**

*The Touchstone Energy® symbol is your assurance that we're a community-minded electric cooperative providing high standards of service for customers large and small.*