





# Welcome to Lumbee River EMC Where Membership Matters!

**As a new member, you become part of more than 50,000 other members who own the cooperative.**

Unlike other utilities, Lumbee River EMC is a not-for-profit organization whose members share the annual revenues that exceed annual operating expenses. These revenues, or 'margins', are allocated annually back to our members, giving each member a part ownership. Each year the Board of Directors will evaluate the cooperative's financial position and if sound, return a portion of your investment in the form of a Capital Credit. To ensure you always receive any credit owed to you, it is important that you keep an updated mailing address on file even after you terminate your membership.

## **Lumbee River EMC's Mission Statement**

Lumbee River Electric Membership Corporation is a member-owned business that is committed to safe, reliable and affordable electric and other value-added services that improve the quality of life and encourage environmental sustainability in the communities we serve.

Our dedicated employee team strives to deliver high-quality, competitively priced products, rates and services. We are committed to continuous improvement and to make Lumbee River EMC a premier cooperative.



A Touchstone Energy® Cooperative





# Membership has it's value!

**Lumbee River EMC is proud to offer services, programs and products that help make life better for our members.**

Our commitment to our members and the communities we serve is reflected in the various options and opportunities designed to meet varying needs.

- Budget Billing
- Paperless Billing
- Bank Draft
- Ft Bragg Waiver Program
- Flex Pay
- Security Lighting
- Energy Audit Services
- Low-interest Weatherization Loans
- Senior Citizen/Disabled Pay Plan to minimize fees
- LREMC Cares Energy Assistance Program
- Christmas Care, where LREMC employees provide baskets at Christmas to those in need
- Energy Savings Kits
- Utility Shield Home Warranty Protection Plan
- Home Energy Improvement Rebate Programs
- Bright Ideas Grants for K-12 Teachers
- Touchstone Energy Sports Camp
- Two- and Four-Year Institution Scholarships
- NRECA Washington Youth Tour
- Safety Demonstrations for local groups

For more information on all of our services, programs and products, please visit our website at:

**[www.lumbeeriver.com](http://www.lumbeeriver.com)**



# Payment Options

- Pay Online:** Choose **PAY NOW** at [www.lumbeeriver.com](http://www.lumbeeriver.com).
- Pay Mobile:** Access SmartHub app (download available @ [www.lumbeeriver.com](http://www.lumbeeriver.com)).
- Pay by Phone:** Call Toll Free (844) 827-4761.
- Pay by Mail:** Enclose your payment in the courtesy return envelope provided in your bill.

## Auto Pay/Bank Draft:

Set it and forget it with Auto Pay/Bank Draft. You will continue to receive your monthly bill and Lumbee River EMC will draft the amount of your bill from your bank account on the “DUE DATE” of the bill.

## Pay at Our Offices:

Stop by any of our five office locations to pay your bill. We accept cash, check, money order, Visa, and MasterCard. For after-hours convenience, there is a drop box located at each office. Payments made through the drop box will be posted within 48 hours.



Scan this QR code to access SmartHub in the Apple iTunes App Store.



Scan this QR code to access SmartHub in the Android Market.





# What is important now that you are a Member?

## **SAFETY IS IMPORTANT!**

If you encounter downed power lines, do not approach them! Contact our office immediately and report the danger. If your lights are out, contact our office 24/7 at **910-843-4131**, so we may expeditiously restore your service.

Account Number: \_\_\_\_\_

Deposit Amount: \$ \_\_\_\_\_. Will be refunded with consecutive 24 months on-time payments.

Statement Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

**Your bill is due upon receipt.** It will be considered late if not paid by 5 PM on the \_\_\_\_\_ of each month.

Each month, your bill may include:

- **Facility Charge:** A fixed monthly charge that covers a portion of the costs LREMC incurs to build and maintain the system that carries the electricity to your home or place of business.
- **Energy Charge:** Varies based on kWh consumed.
- **NC Renewable Energy Charge:** This charge represents the costs associated with LREMC meeting the NC renewable energy mandate requiring all utilities have 10% of their energy sales from renewable resources by 2018.
- **Sales Tax (7%):** Varies based on total bill.
- **Additional surcharges for lighting and underground service may apply.**

Lumbee River EMC offers numerous convenient payment options designed to fit your needs. All applicable fees, electric rates, and other valuable information are available on our website at: [www.lumbeeriver.com](http://www.lumbeeriver.com)

[www.lumbeeriver.com](http://www.lumbeeriver.com)  
800.683.5571

# Understanding Your Electric Bill

## Information on side 1 of your bill:

- Lumbee River EMC information** – Our website and main phone numbers
- Total Amount Due and Due Date** – Summarizes total amount or budget amount due and due date for service address listed. Indicates past due amount and disconnect notice if applicable.
- Your Account Information** – Your account number, member name and billing date.
- Monthly Energy Use Comparisons** - Compares this month's energy use with the previous month and also the same month from the previous year.
- Average Daily Use** – Provides your average daily kWh usage and the average daily cost of power.
- Important Information** - Information pertaining to you and Lumbee River EMC will be in this area.
- Payment Stub** – If you are mailing your payment, detach this portion and mail in with your payment.

20204

**LUMBEE RIVER EMC**

Website: www.lumbeeriver.com  
Main Number: 910-843-4131  
Toll-free: 800-683-5571  
Pay By Phone: 844-827-4761

**1** TOTAL AMOUNT DUE **\$93.43**  
Due Date 11/05/2020

Account #: 99999999  
Member Name: JOHN DOE  
JANE DOE

Billing Date: 10/01/2020  
This bill does not reflect payments after 10/10/2020  
Charge detail found on the back of this page.

**2** Monthly Energy Use Comparison

Total Energy Use Last Month	Total Energy Use This Month	Total Energy Use This Month Last Year
1068 kWh 87° Avg temp	628 kWh 70° Avg temp	970 kWh 78° Avg temp

**3** Your Average Daily Use

21 kWh Average Daily Use

2.81 Average Daily Cost

**4** IMPORTANT MEMBER INFORMATION

Disconnection for non-payment begins on September 1st. You may call and request a disconnect notice to be added associated with 12000.

**5**

**6**

**7**

Account #: 99999999  
Current Charges Due \$93.43  
Total Amount Due \$93.43

Additional Fees Apply After 11/05/20  
If Current Amount Not Paid, Subject to Disconnection After 11/05/20

Amount Paid

LUMBEE RIVER EMC  
P.O. BOX 580208  
CHARLOTTE NC 28259-0208

JOHN DOE  
123 ANY ROAD  
FENBORO, NC 28372

Payment Center Barcode

099999999000009343002087

## Information on side 2 of your bill:

- Metering Details** – Your meter number, service dates, readings and kWh usage.
- Your Account information** – your account number, billing period, billing date, phone number and service address.
- Charge Activity**– This is a breakdown of your previous account activity and your current activity with the total amount due.
- Monthly Energy Use Graph** – Provides usage information for the last 24 months.
- Additional Information** - Receive important information about products, services and promotional offers, notices and events.

LUMBEE RIVER EMC Website: www.lumbeeriver.com Page 2 of 2  
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Meter #	From	To	Services	Readings	Previous	Present	Meter Multiplier	kWh Usage
999999	09/05/2020	10/05/2020		88103	88163	1		628

**1** Account Information

Account Number: 99999999  
Member Name: JOHN DOE  
Billing Date: 10/01/2020  
Phone Number: (919) 999-9999  
Service Address: 123 ANY ROAD, FENBORO, NC 28372  
Rate: RES-RESIDENTIAL

**2** Previous Account Activity

Previous Balance	\$142.53
Payments Received	-\$142.53
Balance Forward	\$0.00

**3** Current Activity

FACILITY CHARGE	\$27.00
ELECTRIC	\$56.58
TEMPORARY RATE ADJ	\$3.98
NC RENEWABLE ENERGY CHARGE	\$.35
SALES TAX	\$6.97
Current Charges	\$93.43

**4** Your energy use over the last 24 months

**5** TOTAL AMOUNT DUE **\$93.43**

Auto Pay is available for automatic payment from your checking, savings, or credit card.

Pay By Phone 844-827-4761

Pay Online lumbeeriver.com

Pay by Mail P.O. Box 580208, Charlotte, NC 28258

Payment Kiosk Find a list of payment kiosks at <http://payments.lumbeeriver.com>

Thank you for being a member!

**5** Chat With Us!

Lumbee River EMC has added another way for you to communicate with us. We now offer live chat support to our members. Live chat can be accessed through our website at [www.lumbeeriver.com](http://www.lumbeeriver.com) and is available from 8 AM - 5 PM, Monday through Friday.



[www.lumberiver.com](http://www.lumberiver.com)