





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



Payment Options

- Pay Online:** Choose **PAY NOW** at www.lumbeeriver.com.
- Pay Mobile:** Access SmartHub app (download available @ 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

www.lumbeeriver.com
800.683.5571



LUMBEE RIVER EMC
A Touchstone Energy® Cooperative

HOW TO READ YOUR BILL

Lumbée River EMC wants to make it easy for you to understand your energy bill statement. Follow the numbers with the detailed information listed below as a guide to learn more about each part of the statement.

Item	Description
1. Account Information	Provides your LREMC account number and payment due date.
2. Billing Summary	Provides an overview of charges incurred, payments received and your total amount due.
3. Message	LREMC uses this space to share timely information about upcoming events, programs and more.
4. Meter Reading & Location	Provides information that is specific to your service location including your current and previous meter readings, bill type and service location.
5. kWh Usage History	This chart helps you visualize any trends in your monthly energy usage over the past 13 months.
6. Current Charges Detail	Provides an itemized list of your current charges for service as well as payments and adjustments.
7. Notification Box	Provides information about special notices to your account.
8. Remittance Stub	The remittance stub indicates your account number, current due, total amount due, additional fees and amount paid. Please return payment to the address shown.

You Can Now Go Paperless

When you sign up for an online bill pay via our eBill option, you can now elect to not receive paper bills. Simply login to ebill.lumberiver.com to sign up today!



Website: www.lumberiver.com
Toll-free: 800-683-5571

MEMBER NAME
1234 MAIN STREET
FAYETTEVILLE NC 28304-0606

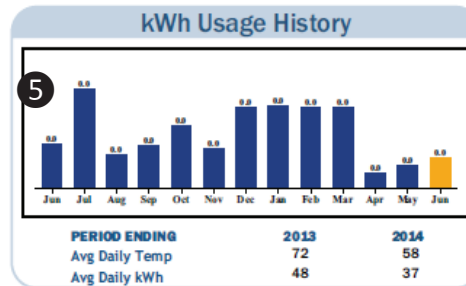


1	Statement Date	06/14/2014
	Account Number	9999999999
	Payment Due By	07/10/2014

Billing Summary	
Previous Balance	\$465.63
Adjustments	\$346.18
Payment Received 06/06/2014	Thank you! \$273.00 CR
Payment Received 06/13/2014	Thank you! \$339.20 CR
Balance Remaining - Due Immediately	\$199.61
Current Charges	\$260.47
Total Amount Due	\$460.08

3 **Message from LREMC**
OUR OFFICE IS GOING TO BE CLOSED ON SEPT 1ST IN OBSERVANCE OF LABOR DAY.

Meter No.	Services From To	Days	Readings Previous Present	Meter Multiplier	kWh Usage	Cycle	Rate and Description	Bill Type	911 Address and Map Location
D00116	05/10/14 06/10/14	31	41913 44090	1	2177	3	RES SINGLE PHASE SERVICE	REGULAR	9999 MAIN STREET 073-55-003



Current Charges Detail		6
FACILITY CHARGE	1 service@ \$27.65	\$27.65
ELECTRIC	800 kWh@ .097600	\$78.08
	1377 kWh@ .097600	\$134.40
Total Electric Charges		\$240.13
UNDERGROUND SERVICE		\$2.50
SEC LIGHT		\$9.65
NC RENEWABLE ENERGY CHARGE		\$0.44
SALES TAX		\$7.75
Total Other Charges & Services		\$20.34
Total Electric & Other Charges & Services		\$260.47

***** FINAL DISCONNECT NOTICE *****
According to our records, your energy bill has not been paid. IF WE HAVE NOT RECEIVED THE PAYMENT OF \$199.61 BY 5:00PM ON 06/27/2014, YOUR SERVICE WILL BE DISCONNECTED. This will be the only notice mailed to you

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

MEMBER NAME
1234 MAIN STREET
FAYETTEVILLE NC 28304-0000

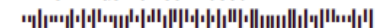
8

Account Number	9999999999
Current Amount Due	\$260.47
Total Amount Due	\$460.08
Additional Fees Apply After 07/10/2014	
Amount Paid	

- DID YOU KNOW? YOU CAN USE YOUR BANK'S ON-LINE BILL PAYMENT SERVICE.
- VISIT WWW.LUMBEERIVER.COM TO MAKE ADDRESS AND/OR PHONE CHANGES.
- VISIT WWW.LUMBEERIVER.COM TO ENROLL IN LREMC'S E-BILL AND/OR AUTOMATIC BANK DRAFT SERVICE.

CYCLE 3

LUMBEE RIVER EMC
PO BOX 830
RED SPRINGS NC 28377-0830



www.lumberiver.com