



# Member Handbook

## WHAT IS AN ELECTRIC CO-OP?

Cherokee County Electric Cooperative is a member-owned electric service provider. Distribution cooperatives such as CCECA buy electricity from wholesale providers and arrange for its transmission and distribution to members through the co-op's lines. Being a member of a co-op has added benefits. Members/owners elect the Board of Directors who govern the co-op. Also, each year CCECA shares its excess revenue – money it collects above what it takes to run the business – with its members. This money is called capital credits.

CCECA was started in 1938 to provide power to rural customers. The Cooperative now serves parts of 4 counties including Cherokee, Smith, Rusk, and Nacogdoches. Currently, the Cooperative has over 3,400 miles of line averaging 6.1 meters per mile of line for a total of over 21,000 meters.

Cherokee County Electric Cooperative employs more than 60 people, many of whom live in the cooperative's service area. Many are co-op members just like you. All CCECA employees have a vested interest in the cooperative, and live and work by the Cooperative Foundation Values of Safety, Courage, Respect, Reliability, Community and Love.

This handbook contains important information about your electric cooperative. Please read and retain it for future reference.

***Members agree to purchase electric service from CCECA and comply with, and be bound by, the Articles of Incorporation, the Bylaws, Governing Documents, the member handbook and any and all policies and procedures of CCECA.*** CCECA's Governing Documents and Bylaws may be accessed at [www.cceca.net](http://www.cceca.net) or at either our Main Office in Rusk, Texas or the Branch Office in Chapel Hill, Texas.

## ESTABLISH SERVICE

### Getting electric service

Applicants can request membership and electric service by calling CCECA at 903-683-2248, emailing [newservice@cceca.net](mailto:newservice@cceca.net) or by visiting the main office in Rusk, Texas or the branch office in Chapel Hill. Information about the new service process and membership is available at [www.cceca.net](http://www.cceca.net) under the Establish Service tab.

To connect new service, contact CCECA as soon as possible to allow time for line design and construction. To connect service at an existing location, please allow up to seven (7) business days.

### Meter loops

CCECA will provide specifics about amp size and details about the meter loop required for requested electric service. A meter loop will need to be provided by the member and it is their responsibility to ensure the meter loop is located at the job site and completely assembled according to CCECA specifications before construction of electric service begins. A list of meter loop specifications is available at either CCECA office locations or visit online at [www.cceca.net](http://www.cceca.net).

### Right-of-way / Easements

For electric service at a new location, Member's will be required have to clear right-of-way and sign easements giving permission to access and use a portion of the landowner's property to construct, maintain, operate, repair, replace, relocate and remove any of the necessary components for supplying electricity to its members. Please see more information under the "New Service" tab at [www.cceca.net](http://www.cceca.net) or call 903-683-2248.

### To cancel electric service

To discontinue service please provide:

- The service address, account or meter number;
- Verification of information on the account;
- The date electric service should be discontinued;
- A forwarding address and telephone number; and
- A disconnect fee.

Members can provide this information in person at a CCECA office or by telephone at 903-683-2248.

## MEMBER SERVICES

### Deposit requirements

CCECA fees may be paid with cash, check, credit/debit card, money order or check-by-phone (E-check).

A deposit may be required for residential and commercial service. For more information visit [www.cceca.net](http://www.cceca.net) or call 903-683-2248.

### Return of deposit

All deposits are credited to member's active account after 24 consecutive billings (with no discontinuation of service due to non-payment or delinquent more than two (2) times) or are applied against outstanding bills upon disconnection of electric service or refunded.

### Access to Property

CCECA must have access to all of the Cooperative's equipment including the meter. CCECA employees will enter the member's property only when it is necessary to inspect, install, remove or replace CCECA property.

### Meter tampering

Tampering with metering or electrical equipment is illegal, dangerous and costly to all CCECA members. If you suspect someone is tampering with a CCECA meter or other electrical equipment, call 903-683-2248 or visit a CCECA office.

### Payment assistance

The State of Texas Comprehensive Energy Assistance Program offers aid for those needing help with their electric bill. A list of providers by location is available online at [www.tdhca.state.tx.us/ea/index.htm](http://www.tdhca.state.tx.us/ea/index.htm). It also is available at [www.cceca.net](http://www.cceca.net). You may also call 903-683-2248 and ask a CCECA representative to help you obtain a copy of the list.

### Medical priority registry

If you or a family member relies on any type of life-support equipment, fill out the Medical Priority Registry Form to be added to our Medical Priority Registry. For more information visit [www.cceca.net](http://www.cceca.net) or call 903-683-2248.

## PAYING YOUR ELECTRIC BILL

### There are several ways to pay a CCECA electric bill:

- 1) CCECA's free Mobile App for iPhone and Android devices, available in the App Store / Google Play.
- 2) Online at [www.cceca.net](http://www.cceca.net)
- 3) By telephone;
- 4) Through a recurring payment plan set up with MasterCard, Visa, Discover, American Express or bank draft;
- 5) At main office or district office location with cash, check, credit/debit card, money order or E-check;
- 6) By mail.

After-hour payments may be made in night deposit boxes at each office location. CCECA is not responsible for cash left in night drop deposit boxes.

### By telephone

Call to pay through our 24-hour automated system at

844-326-5710 or call the CCECA office at 903-683-2248 to speak to a representative during normal business hours.

### Online

To enroll in CCECA Member-portal, visit [www.cceca.net](http://www.cceca.net). You will need to provide your account number, social security number and address. If you have already created an account, you can log in using your username and password.

Online payment options are MasterCard, Visa, Discover, American Express or E-check.

### By mail

Send payment and bill stub to:

**Cherokee County Electric Cooperative**

**P.O. Box 257**

**Rusk, TX 75785**

Be sure to write your CCECA account number on your check. Do not send cash by mail. CCECA is not responsible for any payment sent by mail.

### **A past-due bill**

Members have 16 days from the date of issuance to pay their CCECA electric bill. Payments received after 16 days are considered delinquent and a late payment fee will be assessed to the bill. CCECA will send a final notice if payment is not received by the due date indicated on the bill.

If electric service is discontinued for non-payment, service will not be reconnected until the past due amount, plus all applicable fees are paid. Payments may be made during business hours at office locations or by phone at 903-683-2248 using MasterCard, Visa, Discover, American Express or E-check.

### **Power outages**

CCECA's more than 3,300 miles of power lines requires ongoing maintenance. Occasionally, power must be interrupted to homes and businesses while work is completed in order for crews to work safely, effectively and efficiently. Notice of planned outages are posted at [www.cceca.net](http://www.cceca.net).

### **Reporting unplanned outages**

There are four ways to report power outages. You can call 903-683-2248 24 hours a day, every day. You can download our mobile app, Cherokee Electric, on your iPhone or Android smartphone and tap the "Outage Reporting" button on the app. Visit [www.cceca.net](http://www.cceca.net), click on "Outage Reporting" on the navigation bar at the top of the page and follow the prompts or you can text #OUT to 800-992-4280.

Please keep trying until you have notified us of your outage by either of the four ways. Never assume that your neighbor has already reported the outage.

## CCECA MEMBER PAY PORTAL

As a virtual member service center, CCECA Member Portal brings a wealth of information and the ability to do business with Cherokee County EC anytime, anywhere.

To get the most out of CCECA Member Portal you'll need to create an online account. To create an account, visit [www.cceca.net](http://www.cceca.net) and click on "Pay Your Bill" in the top of the tool bar or in the middle of the home screen. You will need to provide your account number, name as it appears on your billing invoice, email address and service address.

### **Billing, payments and online bill pay**

Your CCECA Member Portal account makes it easy to pay your bill and keep up with your billing history. The "My Usage" tab provides an in-depth look at your, bill and payment history along with pledges. While the "Payments" tab will give you multiple payment options.

### **Alerts**

With the "Alerts" tab, you can customize your interaction with Cherokee County EC. You can set up alerts and reminders regarding your account activity.

### **Paperless billing**

Sign up for paperless billing and you will no longer receive a paper bill through the mail. Instead, each month you will receive an email notification from Cherokee County Electric Cooperative that your bill is ready to view and pay online. To sign up, please use the CCECA Member Portal online, log into your account and select the "My Account" tab. Under the "E-Notifications" section, click on E-Bill and/or E-Delinquent and select which account you would like to set for paperless billing, click continue and there you will choose which type of billing method you prefer and enter your email address you would like to receive emails and click submit. If you have any questions or need any assistance, call the Billing Department at 903-683-2248.

# POLICIES

## **Privacy policy**

In November 2007, the Federal Trade Commission (FTC) passed regulations referred to as a Red Flag Rule, which require certain businesses that maintained covered accounts, including utilities, to identify patterns, practices and activities that indicate the possible existence of identify theft, and establish a program to identify, mitigate and prevent identity theft. Since CCECA maintains accounts for its members and allows these members to pay for service after it has been rendered it is considered a creditor and it is subjected to the Red Flag Rules.

For questions about CCECA's privacy policy, call 903-683-2248 or write to Cherokee County Electric Cooperative, P.O. Box 257, Rusk, TX 75785.

## **Statement of Nondiscrimination**

CCECA will not discriminate against any employee or applicant for employment because of race, color, religion, sex or national origin and will take affirmative action to ensure that applicants are employed, and that the employees are treated during employment, without regard to their race, color, religion, sex or national origin. CCECA will not retaliate against any beneficiary of this statement or against any person who has provided information or assistance, or who files a complaint, or who participates in any manner in any proceedings under any law prohibiting discrimination.

## **Bylaws**

To read CCECA's Bylaws, visit [www.cccea.net](http://www.cccea.net) or visit the main office in Rusk, Texas or the branch office in Chapel Hill.



## CONNECTING WITH OUR COMMUNITY

The employees of CCECA provide more than power to their neighbors. We care for our service area by being involved in our communities. In addition to providing affordable, reliable and safe electric power, we aim to improve the quality of life in the communities we serve.

### **ETREYS**

Established in 1988, the mission of ETREYS (East Texas Rural Electric Youth Seminar) is to foster positive ideas and values among young people and to enhance skills in leadership, problem-solving and interpersonal relationships.

Each year, CCECA offers an all-expenses paid trip to 10 sophomores and juniors who are attending a high school in the CCECA service area. Participants are selected on the basis of overall excellence and involvement in extracurricular activities including leadership positions, academic awards, etc. For more information visit [www.cceca.net](http://www.cceca.net).

### **Government in Action Youth Tour**

This event is a 10-day journey to Washington D.C. that has been sponsored annually since the mid 1960's. CCECA sponsors the

top scoring student representing Cherokee County Electric at ETREYS on an all-expense paid trip the following year. While at the Capitol, students have a chance to meet with their State Representative's.

### **Scholarships**

Each spring, CCECA sponsors local students by giving a scholarship to high school seniors, current college or trade school students who are Cherokee County Electric members. For more information or to apply visit [www.cceca.net](http://www.cceca.net).

## Community Involvement

CCECA is involved in over 50 charitable / educational events each year because we know how important our community is to our members.

*Among the organizations, we are proud to support:*

Bullard Chamber of Commerce

Cherokee County Stock Show

Jacksonville Tomato Fest

Relay for Life

Rusk Chamber of Commerce

## CONNECT WITH CCECA

### Texas Co-Op Power Magazine

Monthly news and features about the co-op and its service area are featured on CCECA pages. Read them online at [www.texascooppower.com/local/cherokee](http://www.texascooppower.com/local/cherokee).

**TEXAS CO-OP POWER**  
An Online Community for Members of Texas Electric Cooperatives

## LOCATIONS

### Office Locations

CCECA has two office locations, one in Rusk and the other in Chapel Hill, where members can pay their electric bills or get help with co-op related matters – from power outages and new service connections to information about safety tips and energy efficiency.

Lobby and Drive-Thru: Monday – Friday, 8 a.m.–5 p.m.

#### *Main Office*

Toll Free Bill Info and Payments Options (844) 326-5710

Ph (903) 683-2248 · Toll Free (800) 992-4280

Fax (903) 683-5012

Physical Address: 29880 Hwy 69 North · Rusk, TX 75785

Mailing Address: P. O. Box 257 · Rusk, TX 75785

#### *Branch Office: Chapel Hill*

Ph (903) 566-5028

Fax (903) 566-4501

Physical Address: 11022 Hwy 64 East · Tyler, TX 75707

Mailing Address: P. O. Box 257 · Rusk, TX 75785

