

# Rayle Lines

## Member Newsletter



October 2023

The Official Newsletter of Rayle Electric Membership Corporation

## Rayle EMC sponsors three local students to co-op youth leadership conference

**K**aylee Grimaud of Washington, Kylie Peoples of Carlton and Andee Dellinger of Winterville were sponsored by Rayle EMC to attend the Georgia Cooperative Council Youth Leadership Conference held at the FFA/FCCLA Center July 17-21. Kaylee Grimaud is the daughter of IV and Genna Grimaud of Washington, Kylie Peoples is the daughter of Anthony and Shelley Peoples of Carlton and Andee Dellinger is the daughter of Eric and Angie Dellinger of Winterville.

At the conference, affectionately known as “Co-op Camp,” they joined with nearly 40 other young leaders from Georgia and Virginia for a week of engaging leadership and learning sessions taught through interactive sessions and games as well as fun outdoor activities.

The event gave the students the opportunity to grow in areas of community leadership, problem-solving, relationship building and communication in a fun and relaxed environment. The conference highlighted the impact of cooperatives on communities, what they do and how youth can be a part of them.

Members of the Georgia Cooperative Council, including Rayle EMC, sponsor the conference to provide a unique way for students to learn about what cooperatives do and why they are vital in their communities. This year, the Virginia Cooperative Council also sent students to participate. Students not only learned about the different

types of co-ops and their impact, but they also learned more about themselves and what it takes to be a leader.

New leadership skills were learned by putting them into practice while teaming up with peers and new friends. Interactive workshops for the teen participants

helped them learn how to be better leaders through a personality profile session to understand how to better work with others and another session that gave the teens tips and tricks on how to more easily enter and leave conversations in social situations.

One of this year’s teens said, “Co-op Camp is awesome and gives valuable information for us to take back home and use in our daily lives.”

Another added, “It’s so much fun getting to know like-minded people and definitely an experience that can’t compare to anything.”

Throughout the week students participated in encounter sessions with representatives from the Farm Credit associations, Georgia EMC, Go Energy Credit Union, Pineland Telephone Cooperative and Adam Schwartz of The Cooperative Way. The presenters emphasized and gave examples of how their organization incorporates the Seven Cooperative Principles that all cooperative businesses follow: voluntary and open membership, democratic membership control, members’

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From left, Kaylee Grimaud, Kylie Peoples and Andee Dellinger were sponsored by Rayle EMC to attend the Georgia Cooperative Council Youth Leadership Conference.

# Rayle EMC services

In order to provide you—our members—the very best in service, Rayle EMC has a number of special services and payment options.

## Budget Billing and Levelized Billing

In a continuing effort to provide a service to our residential members to prevent seasonal fluctuations in electric billing, Rayle EMC offers both Budget Billing and Levelized Billing to qualifying classes of members.

Both Budget Billing and Levelized Billing are initially based on your average energy use for the most recent 12 months; therefore, members who have been with Rayle EMC for at least 12 months and have a zero balance are eligible to participate in either program upon written request.



Budget Billing is a fixed amount each month, which does not vary. At the end of the year, the difference between the actual bills and the budget bill amounts will be applied to the following

year's budget bill amount when it is calculated.

Levelized Billing is re-averaged each month, using the past 12 months; therefore, the amount varies each month. Accounts may be removed from Budget Billing or Levelized Billing if not paid in full by the due date of each month.

## Payment of electric statements

Electric statements may be paid in several different ways:

**ONLINE** – Open your internet browser and navigate to our homepage at [www.rayleemc.com](http://www.rayleemc.com), and click on **Pay Your Bill Online**. You will then be directed to the Customer Services Portal site, where you will be prompted to type in your account number and password. The first time you log in, click **forgot password** to receive a password reset link that will be sent to your email. If you do not have an active email account on file, please contact your local office to update your account. Then simply follow the prompts to make your payment by E-check or credit card.

**CREDIT CARD** – Rayle EMC also accepts payments of electric statements by credit card. You may come into one of our offices in person, call us and pay over the phone or pay online. We accept VISA, MasterCard or Discover.

**AUTOMATIC DRAFT** – Paying by automatic draft offers several benefits. You save time, travel and postage,



and you never have to worry about your bill being paid late and being assessed a penalty. Drafts can be on your checking/savings account or your credit card.

Take advantage of this convenient method to pay monthly electric bills and eliminate those monthly trips to the Rayle EMC office. After a written request from the member, Rayle EMC will draft your bank account or credit card and continue sending a billing statement each month. Your account will be drafted each month, according to your due date.

## Senior Citizens Billing Service

Rayle EMC recognizes the special needs of its older members who may be on fixed incomes and receiving retirement or Social Security checks each month. We want to make payment of electric statements for this group as convenient as possible. The Senior Citizens Billing Service places participating accounts in a special billing cycle that can make paying electric statements more convenient.

To qualify for the Senior Citizens Billing Service, a member must be 62 years of age or disabled and provide written documentation that they are receiving a Social Security or retirement check.

## E-bills

Members have a choice of receiving their electric statements by email or E-bills, as they are called. The day after your meter is read, an E-bill is emailed to you with a link that lets you view the bill and also gives you the option of paying it electronically. This eliminates the hassle of writing and mailing checks and saves you postage.

## Prepaid metering

Members now have the option to pay for electricity before it is used, then use the electricity until the credit expires. Members who have a single-phase, non-demand residential account with a service that accepts a 200-amp-rated meter are eligible.

Prepay electric service uses the same rate as post-pay service, the only additional cost to signing up for prepay is an additional \$5 per month to cover the additional meter cost.

Unlike traditional post-pay accounts, prepay electric service does not require a member deposit and prepay accounts are not penalized for disconnects and reconnects.

## Outage text notifications

Rayle EMC's new outage text alert program—TextPower—provides a convenient way to stay connected during a power outage.

Receiving text notifications from Rayle EMC puts information about power outages in the palm of your hand. Using the everyday convenience of text messaging, you can quickly and easily text us to report an outage. Once we've



assessed the situation, we'll text you to let you know when your power has been restored.

To set up text alerts, use your mobile phone to text RAYLE to 85700.

Follow the on-screen steps and you will be registered in no time. Or you can sign up online at [www.rayleemc.com](http://www.rayleemc.com) or contact your local office. This program is available without charge to all consumers. Please note that standard message and data rates may apply through your carrier.

If you are interested in any of the services mentioned above and would like more information, call your nearest Rayle EMC office: Washington, (706) 678-2116; Greensboro, (706) 453-2268; or Lexington, (706) 743-8107.

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# Youth leadership conference, *Continued from page 18A*

economic participation, autonomy and independence, education and training for members, cooperation between co-ops, and concern for local communities.

"It is so important to support and encourage leadership growth for the youth of our communities. This week-long conference brings the seven cooperative principles to life for these teenagers while fostering leadership and soft skills in a fun environment," says Richard Heard of Rayle EMC.

In addition to activities on-site at the Georgia FFA/FCCLA Center, the group also went on a field trip to two cooperatives, Walton EMC and Godfrey Dairy, to see firsthand what they had been learning. And while leading and learning took place throughout the week, fun and games were an important part of camp as well. A challenging high-ropes course, mud course and engaging teambuilding activities brought students together and helped them build

meaningful friendships that made the goodbyes at the end of the week so hard.

As one student said, "Co-op Camp is a great chance to make new friends, have fun outdoors and learn about the unique co-op business model. It's a week you'll remember and there's nothing else like it."

Rayle EMC is a consumer-owned cooperative providing electrical services to more than 14,000 consumers in Wilkes, Oglethorpe, Lincoln, Taliaferro, Greene, Hancock, Morgan, Oconee, Madison and Clarke counties.

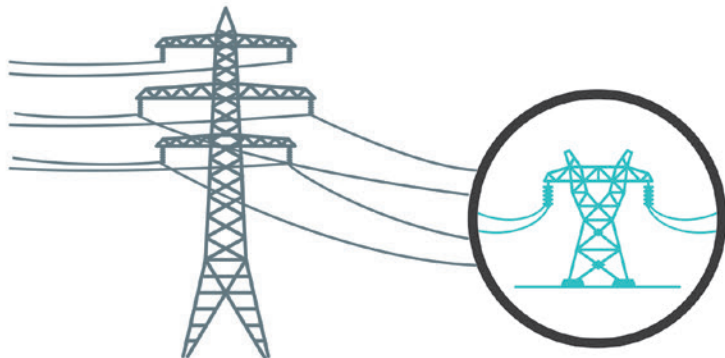
The Georgia Cooperative Council is a statewide, nonprofit cooperative association whose membership is composed of financial, electric, telephone, marketing and service cooperatives. The objective of the council is to promote and encourage all types of cooperative associations in the state and to educate the public about the cooperative way of business.

# The Steps to Restoring Power



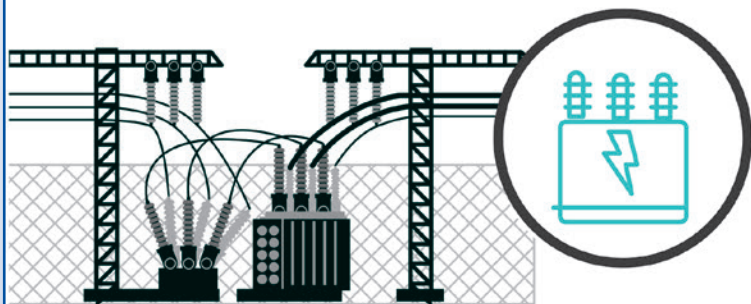
## 1. Report Outage

Report an outage by calling your local Rayle EMC office, the toll-free outage reporting number at 1- 844-744-7849, or text your outage to us using TEXTPOWER. We are prepared to take your calls, but remember: A major outage can affect thousands of members, so we appreciate your patience.



## 2. High-Voltage Transmission Lines

These lines carry large amounts of electricity. They rarely fail but they can be damaged in severe storms. When damaged, these lines must be repaired first.



## 3. Distribution Substations

Crews inspect substations, which can serve hundreds or thousands of people. If the power can be corrected at the substation, power may be restored to many members.



## 4. Main Distribution Lines

If the problem can't be isolated at the substation, main distribution supply lines are checked next. These lines deliver electricity to large groups of members in communities or housing developments.



## 5. Individual Homes and Businesses

After main line repairs are complete, we repair lines that serve individual homes and businesses.