Rayle Lines
Member Newsletter



October 2026 The Official Newsletter of Rayle Electric Membership Corporation

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 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* 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, American Express 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

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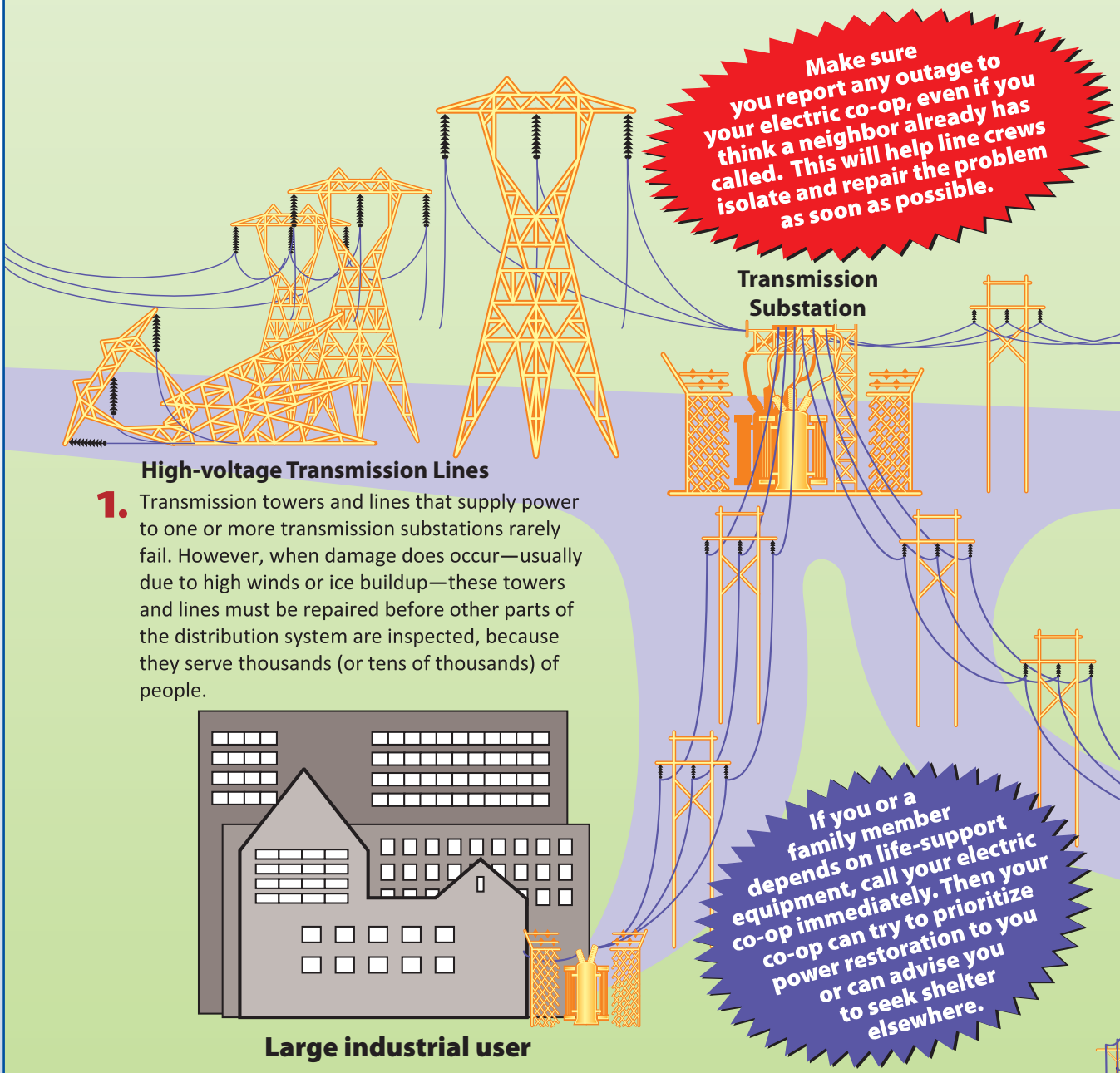
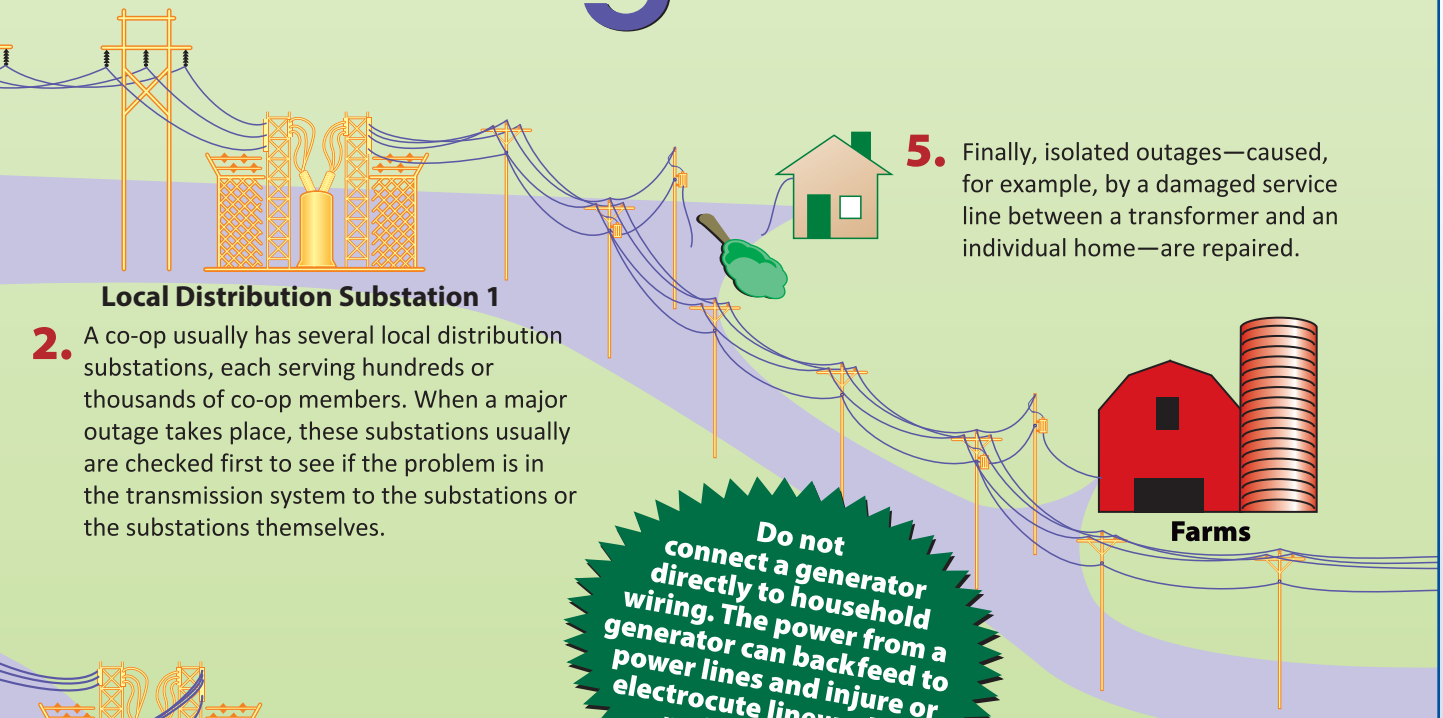


Restoring the power after a severe storm involves much more than just flipping a switch at a substation or pulling a fallen tree off a downed power line. Highly trained workers from Rayle EMC, crews from other EMCs in Georgia and from other states, if needed, and workers from Oglethorpe Power, Georgia Transmission and Georgia System Operations Corp. work together around the clock to restore service.

Shown here are the steps co-ops follow in restoring power. At each stage, the primary goal is getting the greatest number of co-op members back online in the shortest time possible.

How power is restored after an outage



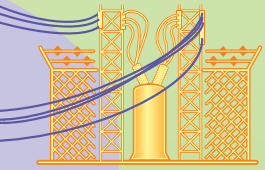
Local Distribution Substation 1

2. A co-op usually has several local distribution substations, each serving hundreds or thousands of co-op members. When a major outage takes place, these substations usually are checked first to see if the problem is in the transmission system to the substations or the substations themselves.

5. Finally, isolated outages—caused, for example, by a damaged service line between a transformer and an individual home—are repaired.

Farms

Do not connect a generator directly to household wiring. The power from a generator can backfeed to power lines and injure or electrocute lineworkers making repairs.



Local Distribution Substation 2

3. If the problem cannot be isolated at a local distribution substation, the next step is to check the distribution lines that carry power to groups of customers, such as towns or housing developments. In Georgia, the largest cause of outages is fallen trees, which is why your co-op has an ongoing right-of-way maintenance program.

4. Then, the line crews work on outages that are more localized by inspecting the final supply lines—called tap lines—that carry power to utility poles or underground transformers outside small businesses, schools and homes.

nall businesses **Schools** **Homes**

Move over or slow down for working line crews

Linemen dedicate long hours to ensure affordable and reliable electricity gets to you. Georgia's Move Over Law helps drivers do their part to keep linemen safe while working near roadways.

Georgia's Move Over Law says motorists travelling in the lane adjacent to the shoulder must move over one lane when emergency and utility vehicles are stopped on the side of the highway and operating in an official capacity. When you see a utility vehicle on the side of the road, if possible, move over a lane to give linemen the room they need to safely complete their work.

If you don't have an extra lane to move over, the law requires you to slow down below the posted speed limit and be prepared to stop.

The Move Over Law includes all first responders (law enforcement, fire and EMS), utility vehicles, Department of Transportation vehicles, HERO units and wreckers stopped on the side of the road and operating in an official capacity. Right now, more than 30 states have move over laws on the books, with fines that range as high as $1,000 or more in some jurisdictions. The Move Over fine in Georgia can be up to $500.



To learn more, visit the Governor's Office of Highway Safety at *gahighwaysafety.org*.

Rayle EMC services,

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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, nondemand residential account with a service that accepts a 200-amp-rated meter are eligible.

Prepaid electric service uses the same rate as post-pay service. The only additional cost to sign up for prepaid service is $5 per month to cover the additional meter.

Unlike traditional post-pay accounts, prepaid electric service does not require a member deposit and prepaid 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* 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.