



**Pearl River Valley**  
Electric Power Association



## TO OUR NEW MEMBERS

We are proud to welcome you to Pearl River Valley Electric Power Association. As you sign up for electric service with us, you are becoming a member of one of the fastest-growing, locally-owned and operated electric cooperatives in the state.

Our Association operates as a not-for-profit, member-owned cooperative business. This makes us unique from other electric utilities. Our goal is to provide each member with safe, dependable electrical service at the lowest possible price. We take pride in serving our members and strive to make your dealings with us pleasant and convenient.

Our cooperative's history dates back to 1938 when 228 rural Columbia-area residents expressed interest in receiving electric service. Today, Pearl River Valley Electric serves more than 53,000 meters, including homes and churches, small businesses, shopping malls, schools and industrial plants. Our electric distribution system, made up of 25 substations and over 6,000 miles of line, now extends over twelve counties.

We are here to serve you. This is the cooperative way of doing business and it is our commitment to you.

*Be sure to watch for your copy of Today in Mississippi in the mail each month. The publication includes interesting articles, helpful hints, recipes and other information. It is one of the ways Pearl River Valley Electric attempts to stay in contact with members.*

*Electronic copies are also available at [www.PRVEPA.com](http://www.PRVEPA.com) in our help center.*



*Go to [www.PRVEPA.com](http://www.PRVEPA.com) for a variety of helpful information, including bill payment options, energy use calculators, energy efficiency tips and fun for the kids!*

## THE COOPERATIVE DIFFERENCE

As a Pearl River Valley Electric member, you have several unique benefits not available to other utility consumers.

### **Three distinct advantages of being served by a cooperative are:**

- You receive service at cost because we operate on a not-for-profit basis
- You have local control because members of the board of directors are from within the Association's service area
- You have the right to participate through a voting membership because you are a member-owner of the business.

Pearl River Valley Electric is governed by a ten-member board of directors. These individuals are members of the Association, just like you. Directors are elected on a rotating basis by PRVEPA members at the annual membership meeting held on the fourth Saturday in September. Each director serves a three-year term.

The board meets monthly to develop policies; establish and review budgets; organize long-range planning and govern the Association. They place the responsibility of day-to-day operations under the general manager and his staff.

### **COOPERATIVES OPERATE ON SEVEN DISTINCTIVE PRINCIPLES**

- Voluntary and Open Membership
- Democratic Member Control
- Members' Economic Participation
- Autonomy and Independence
- Education, Training and Information for Members
- Cooperation Among Cooperatives
- Concern for Community



## FEES AND CHARGES



Pearl River Valley Electric Power Association has established its member fees and charges based on the reasonable and customary standard for our industry and local area.

### **Membership Fee - \$5.00 -**

required to establish a member account, regardless of the number of meters assigned to the account. Upon termination of service, the fee is applied to the final billing or, if the account is paid in full, the fee is refundable. (Membership fees are not transferable from one person to another).

**Security Deposit - \$0—300.00** - Residential deposits are determined by credit scores and may be waived if a member has a good credit rating. The deposit earns yearly interest and shall be credited to the account when service is terminated.

**\$100.00** - minimum deposit required if construction is necessary for new service to a mobile.

**Connection Fee \$45.00** - a non-refundable fee charged when connecting new service or transferring service to a different location in PRVEPA's service area. This fee is also charged for installing a new security light.

**Collection Fee - \$30.00** - a non-refundable fee charged for attempting to collect on a delinquent bill during regular business hours.

**Service Charge - \$30.00** - a non-refundable fee charged for reconnecting service, disconnection of service for non-payment, or second inspections during regular hours. This charge will also be billed for service calls when the cause of the service problem or outage is not related to Association equipment.

Service charge is **\$40.00** before or after regular business hours, on weekends or holidays.



**Returned Check Fee - \$25.00** - charged when a member's check is returned for insufficient funds, etc. After the second occurrence of a returned check in a 12-month period, only cash payments, debit/credit card payments or money orders will be accepted.

**Late Payment Fee - \$5.00 (\$10.00 if overdue balance exceeds \$100)** - added to accounts when payment is not made by the delinquent date. Cut-off date is noted on your bill. There will be no mailed final notice of cut-off.

**Temporary Construction Fee - \$50.00** - a non-refundable fee charged when connecting service to a temporary construction pole.

**Construction Fees** - Any costs required to build facilities necessary to provide service will be discussed at the time of application.

**Meter Tampering Fee - \$375.00** - charged when there is evidence that a member has altered their electric service connection in a way that prohibits proper recording of electric use. A deposit of up to \$350 will also be charged to the account as well as an estimated amount for any un-metered electricity used.



## PAYMENT PLANS TO MEET YOUR NEEDS

*Ask a Member Service Representative about any of these free plans*

### **ONLINE BILL PAYMENT**

Pay your bill via credit card, mobile app or E-check by logging on to [www.PRVEPA.com](http://www.PRVEPA.com). You can also access your account information.

### **AUTOMATIC BANK DRAFT**

Automatically pay your bill from your checking account every month.

### **ELECTRONIC BILLING**

You can receive bills by e-mail and choose several options for payment. Go to [www.PRVEPA.com](http://www.PRVEPA.com) to sign up.

### **PAYMENTS BY PHONE**

You can use E-check or your Visa, Mastercard or Discover credit cards to pay your Pearl River Valley Electric power bill. Call 855-2PRVEPA.

### **RECURRING CREDIT CARD PAYMENT**

Have your payment charged automatically to your credit card each month. Sign up at [www.PRVEPA.com](http://www.PRVEPA.com).

### **RECEIVE E-MAIL AND TEXT ALERTS**

You can sign up for alerts or reminders regarding due dates for your bill, past due dates, returned checks, payment confirmations, and changes in account profiles. Go to [www.PRVEPA.com](http://www.PRVEPA.com) for more information.



## SERVICES FOR MEMBERS

*For information about any of these programs, contact Trey Ware, Energy Services Advisor, at 601-731-7831*

**THE COMFORT ADVANTAGE** program offers several rebates and other incentives, depending on the scope of your project.



**NEW HOME PROGRAM** If you're planning to build a new home, it's smart to consider energy efficiency. This program will help you select proper insulation, heating and cooling equipment, and other weatherization techniques you need to ensure that your home is energy efficient.

**EXISTING HOME PROGRAM** If your existing air conditioning/heating system is not the proper size or is old and inefficient, replacing it with an energy efficient heat pump system can pay big dividends.

**ENERGY EFFICIENCY AND WISE ENERGY USE** Pearl River Valley Electric offers a wide variety of brochures and other information about wise energy use. Contact any local office for assistance.

### **BEFORE INSTALLING A SOLAR ELECTRIC GENERATING SYSTEM AT YOUR HOME OR BUSINESS, CONTACT US.**

There are numerous safety issues and regulatory compliance requirements to understand before installing a solar generation system, regardless of its size. Such systems operate the same as any commercial generating facility attached to the national electric grid. Prior to installing any solar generation at your home or business, members must contact us concerning installation, operation and safety requirements.

### **DOWNLOAD OUR APP**

PRVEPA members can pay bills and access account information from a smart phone. You'll have the same helpful services found on our website in the palm of your hand. Visit your app store and search for "PRVEPA" for your free download. They're convenient and easy to use!



## HOW TO REPORT A SERVICE OUTAGE

Pearl River Valley Electric has an excellent service reliability record. Most power outages occur unexpectedly due to uncontrollable factors such as lightning, high winds and heavy rains.

### **BEFORE CONTACTING US TO REPORT A POWER OUTAGE, PLEASE CHECK THE FOLLOWING:**

- Check to see if your neighbor has power.
- Check for blown fuses or tripped breakers in your switchbox panel.
- Turn off all major electrical appliances that were on, especially home computers, televisions, DVD players and your central heating/cooling unit.
- If fuses and breakers are okay, please call to tell us that your service is out.

**During regular office hours, you may call your local  
Pearl River Valley Electric  
office to report an outage.**

**Columbia – 601-736-2666 — Hattiesburg – 601-264-2458  
Purvis – 601-794-8051 — Wiggins – 601-928-7277**



When a major outage occurs and large numbers of members are without electricity, our dispatchers may be unable to personally answer all the incoming calls. In this situation, our automatic call handling system will be activated. You will be prompted through the reporting process by an electronic voice.

The system automatically matches your telephone number with your service address so that we can know your location when you call.

**Be sure to notify us about any changes to your contact telephone numbers.**



## OUTDOOR LIGHTING

### LED Area Lights

Outdoor area lighting can help improve the safety and atmosphere of your property. PRVEPA now provides LED outside lights, which offer enhanced reliability and efficiency.

If an existing pole can be used, installation cost is \$45. Members requesting an area light must commit to keeping it for at least one year or a \$100 early termination fee will be charged. Contact a member services representative for monthly service charges.

### If construction is required to install the light, charges include:

- \$.50 per foot of wire
- \$150 for a transformer (if necessary)
- Service department will schedule an appointment to determine requirements for installation.

### Flood lights

Pearl River Valley Electric offers a variety of flood lighting options. A 5-year contract is required as well as the same construction costs as above, if necessary. Contact a member services representative for monthly service charges.



## IMPORTANT SAFETY AND SERVICE INFORMATION

### Electric Utilities require rights-of-way

A right-of-way (ROW) is a strip of land that an electric utility uses to construct, maintain and repair its power lines. The ROW allows the utility to keep the line clear of tall trees, buildings, and other structures that could interfere with line operation and safety. PRVEPA's system has ROW widths ranging from 30 to 50 feet.

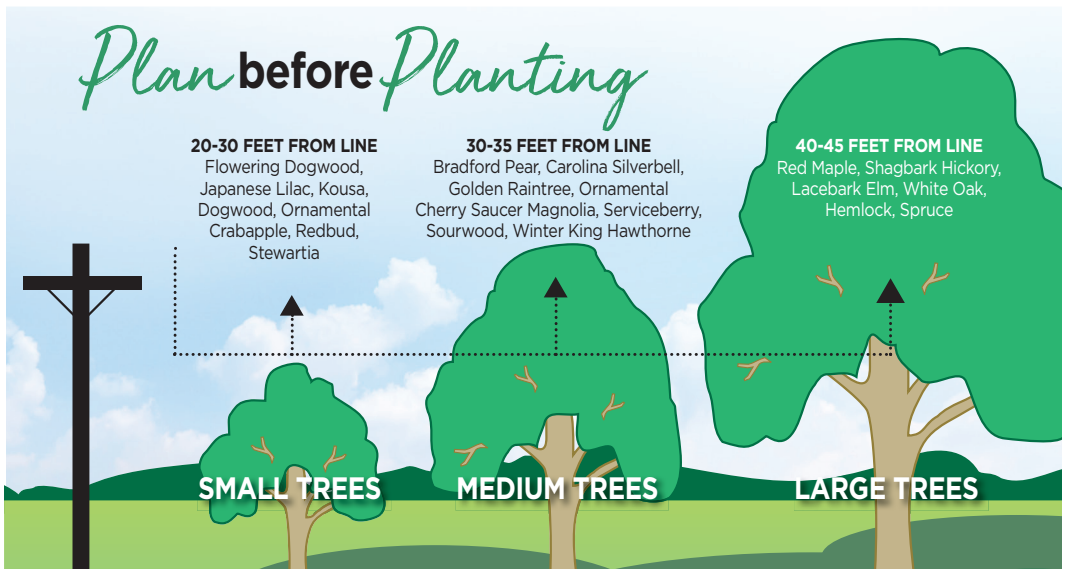
### ROW easements allow PRVEPA to build lines and provide service

When necessary, a member is required to sign an easement for new service as well as for system improvement. An easement contract between a utility and a landowner is a legal restriction on land use that allows the utility to build, operate and maintain a power line. It also allows the landowner to retain general ownership and control of the land.

An easement gives PRVEPA the right to survey, construct, operate, maintain, upgrade and repair a line located on the defined ROW. The easement includes the right to clear and trim vegetation and trees from within the entire easement area once the line is built, as well as to remove danger trees adjacent to the ROW in order to ensure the safe and reliable distribution of electricity.

### Plan your landscaping correctly

Careful planning before planting will help ensure that you do not adversely impact our facilities. When landscaping near power lines, choose shrubs or small trees. There are also restrictions regarding what can be planted around pad-mounted transformers and other facilities. For any questions regarding line clearances and proper landscaping, contact your local PRVEPA office.



## Call Before You Dig

Before conducting any excavation, either by hand or mechanical device, call Mississippi One Call at 811 or 1-800-227-6477. Doing so is required by Mississippi state law, in order to prevent possible electrocution, damage to property or loss of utility service.



**Know what's below.  
Call before you dig.**

## Tampering with Electric Service is Illegal—and Dangerous

Indications of tampering or theft of electric service noticed by any PRVEPA employee will be immediately reported and investigated.

Tampering with any electric facility, including the meter box and its seals, is dangerous. It also creates cost for the Association and its members. All members are encouraged to report instances of tampering—any information will be kept confidential.

Any incidence of tampering or theft is subject to prosecution, as well as assessment of all fees and costs associated with the investigation.

## IN ORDER TO RECEIVE SERVICE

### Inspection and Permits

All wiring for any building must conform to the requirements of PRVEPA and the National Electric Code, as well as state, municipal and county inspection requirements.

Most counties served by PRVEPA require flood plain permits for all residences. The state also requires registration for mobile homes, while the city of Hattiesburg requires an electric permit. Where any permits, inspections and registrations are required by law, members applying for service must provide copies of documents showing that they have been applied for, accepted and inspected.

Please check with local city and county building officials and inspectors to see what requirements apply in your country or city.

## YOUTH LEADERSHIP PROGRAM

In an effort to help develop the future leaders of our communities and state, Pearl River Valley Electric participates with other rural electric cooperatives in a statewide Youth Leadership Program.

The program is conducted by the Electric Cooperatives of Mississippi and is designed to provide participants with an opportunity to learn about electric power associations, how and why cooperatives operate, and how electricity is distributed, in addition to sharpening their leadership skills.



Every year, two high school juniors are chosen from Pearl River Valley Electric's Cooperative University to represent the Association at a leadership workshop and during a trip to Washington D.C. in June.

Please visit [www.PRVEPA.com](http://www.PRVEPA.com) for more information.

## ROUND UP FOR EDUCATION SCHOLARSHIP

Round Up for Education is an exciting program that has far-reaching results within the areas we all call home.

We started the Round Up program in 2012. Each month, participating members' bills are rounded up to the nearest dollar. We take the difference and put it in a fund designed to help any Pearl River Valley Electric member or their children or spouse who want to attend a Mississippi community college.

The average round up would be 50 cents per month, or less than 2 cents per day. If every member contributes their round up amount, we can collectively raise hundreds of thousands of dollars each year and provide help to hundreds of students.



Please visit [www.PRVEPA.com](http://www.PRVEPA.com) for more information

## Knowing Your Daily Electric Use Can Help

Don't wait until your next electric bill to learn how much electricity you've used. By reading your meter regularly, or by checking it online at [PRVEPA.com](http://PRVEPA.com), you will be more aware of how you use electricity, which is what primarily determines the amount of your bill.

Differences in your daily living habits can cause changes in your energy use. Not only do the everyday things you do in your home affect the number of kilowatt-hours you use, but other factors such as weather and outside temperatures can also cause an increase or decrease in daily use.

By using the meter reading chart in the following pages, you can better understand the activities which affect your bill.

When reading your meter, read the numbers on your electric meter from left to right, just like the odometer in your car. Electric use totals are figured by subtracting the readings taken on different dates.

### Example of Daily Reading:

Simply note the readings as they appear on your meter and subtract to find out exactly how much electric energy is used.



Date read: 5/20



Date read: 5/10

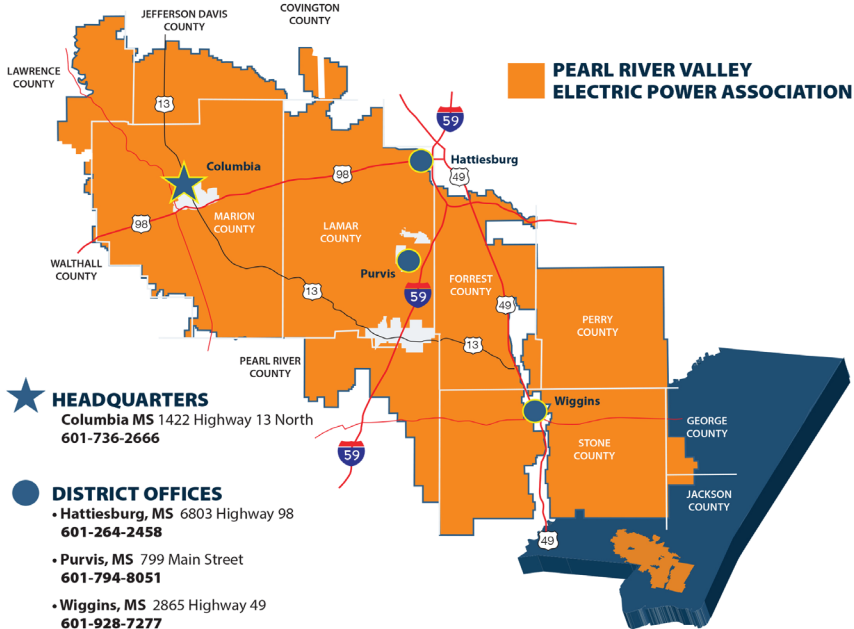
The difference or use for this meter would be 170 kilowatt hours.



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# PEARL RIVER VALLEY ELECTRIC SERVICE AREA



## Pearl River Valley Electric Power Association

### Columbia Office (Headquarters)

1422 Highway 13 North  
Columbia, Mississippi 39429  
601-736-2666  
FAX: 601-736-1271

### Wiggins Office

2865 Hwy 49  
Wiggins, MS 39577  
601-928-7277  
FAX: 601-928-4102

### Purvis Office

799 Main Street  
Purvis, MS 39475  
601-794-8051  
FAX: 601-794-5019

### Hattiesburg Office

6803 US Hwy 98  
Hattiesburg, MS 39402  
601-264-2458  
FAX: 601-264-0750

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

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