

**PALMETTO ELECTRIC COOPERATIVE, INC.
PROVIDED SERVICES AND APPLICABLE CHARGES**

ELECTRICAL SERVICES

CHARGE

Membership Fee	\$	5.00
Deposit		Ref: Section 100
Trip or Reconnect non-payment by Meter Technician (regular/after hours)	\$	45.00
Trip or Reconnect non-payment by Service/Line Crew (regular/after hours) ...	\$	45.00
Returned payment charge	\$	30.00
Residential Surge Guard installation	\$	5.95/month
Commercial Surge Guard installation	\$	5.95/month
H2O Select		Ref: Section 600 B
CHAMP Home Appliance Repair		Ref: Section 600 B
Residential Energy Audit	\$	No Charge
Commercial Energy Audit	\$	No Charge
Relocate outdoor lighting pole (30' typical)	\$	Actual Costs

METERING FEE

Meter Test Fee – (single & poly phase)	\$	35.00
Meter Relocate Fee	\$	Actual Costs

SERVICE INSTALLATION

Account set-up processing fee.....	\$	20.00
Advance Pay set-up fee (new member)	\$	75.00
Advance Pay set-up fee (existing member)	\$	70.00

DISTRIBUTED RESOURCES (SOLAR, ETC.)

Application Fee for Residential Service Members	\$	100.00
Application Fee for Non-Residential Service Members	\$	250.00

GENERAL

House moving assistance (A deposit for estimated cost as well as a signed contract will be required with an advance of a five (5) day notice)	\$	Actual Costs
Unclaimed Capital Credit Account Maintenance	\$	3.00/month

Members of the Cooperative are automatically enrolled in Operation Round Up®. By rounding up electric bills to the next highest dollar, these funds are distributed to approved local charities and needy individuals. Members may opt-out by contacting the Cooperative.



DRAFT AUTHORIZATION FORM

Palmetto Electric Cooperative, Inc. bills can automatically be deducted from a checking account or credit/debit card each month. Draft accounts are automatically drafted on fluctuating due dates determined by the Cooperative.

NOTE: All draft authorization forms are required to be filled out and signed by the electric account holder or by a Power of Attorney who must submit the necessary legal and notarized documentation. **PLEASE PRINT**

PALMETTO ELECTRIC MEMBER INFORMATION		
Name on Account:	Palmetto Account #:	
Service Address:		
Email Address:		
Home #:	Mobile #:	Business #:

Choose either **Payment Option A** (Checking Account) or **Option B** (Credit/Debit Card):

- **Payment Option A** – Checking Account
[Attach a VOIDED check]

- **Payment Option B** – Credit Card
In the event of a Credit Card change, you must contact Palmetto Electric to update your information

CREDIT/DEBIT CARD INFORMATION <i>Select a Credit Card</i>				
Credit Card Type:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Discover	<input type="checkbox"/> American Express
Credit Card #:			Card Holder Name:	
CVV2 Code:	Expiration Date:		Billing Zip Code:	

DRAFT AUTHORIZATION FORM

As a member of Palmetto Electric Cooperative, Inc., herein after called PECEI, I hereby authorize PECEI to draw a monthly draft on my account for the total amount due on the fluctuating due date indicated on my monthly PECEI statement. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U. S. law. I certify that I am an authorized user of this credit/debit card or bank account, and that I will not dispute the payment with my Credit/Debit Card Company or Bank, so long as the transaction corresponds to the terms indicated in this form. If you are giving authorization for someone other than the electric account holder, we will need written authorization and contact information from the electric account holder, along with the payee's information. This will remain in effect until I cancel my Draft Authorization. In the event of cancellation due to consumer request, it must be submitted 10 working days prior to the PECEI statement draft date. PECEI reserves the right to cancel this agreement at any time due to payment history. PECEI will charge an administrative fee of \$25.00 for any draft that is returned by your financial institution; additional fees may be charged by your financial institution.

	Date
Signature of Palmetto Electric Account Holder's Name	

Use the section below ONLY if you are signing on behalf of the Palmetto Electric Cooperative, Inc. Account Holder

	Date
Agent's Signature of Palmetto Electric Account Holder	
	Date

Print Agent's Name:

Faxed or emailed Draft forms will not be processed. Draft Authorization forms must be delivered in person at any local office or mailed to:

Palmetto Electric Cooperative, Inc.
Customer Service
111 Mathews Drive
Hilton Head Island, SC 29926

Palmetto Electric Cooperative, Inc.
Customer Service
1 Cooperative Way
Hardeeville, SC 29927

Palmetto Electric Cooperative, Inc.
Billing Dept.
4063 Grays Highway
Ridgeland, SC 29936

NEW ACCOUNT BILL – PAGE 1

5153



Account No	Account Name	Service Address	Telephone	Pwr Cost Factor	Rate	Bill Date		
002	COLBY KAYLA	SARDIS RD	(843)	-0.001791	Small Commercial	Apr. 11, 2018		
Service From	To	Meter No	Srv Days	Previous Mtr Rdg	Present Mtr Rdg	KWH Used	Mult	Charges
04/03/18	04/08/18	980	5	0	0	0	1	
Electric Service Charge - Minimum Estimated Membership Fee State Tax Local Tax Total Electric Charges Operation Round Up®								2.83 5.00 0.17 0.08 8.08 0.92
Total Charges Due								\$9.00
This bill amount is payable in full on or before the due date or draft date.							Due Date: Apr. 26, 2018	

DAILY KWH USAGE FOR BILLING PERIOD

3	
2	
1	
0	

Apr
4 5 6 7

Temperature
High 74 70 77 72
Low 58 47 47 58

Powerful Connections
at Palmetto Electric's
2018 Annual Meeting
Saturday, May 5

Palmetto Electric's Ridgeland Office
4063 Grays Highway, Ridgeland, SC 29936

REGISTRATION GIFTS GRAND PRIZE

Learn more at palmetto.coop

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

SC09400F



225

— PALMETTO ELECTRIC COOPERATIVE INC
4063 GRAYS HWY
RIDGELAND SC 29936-4360
— Temp-Return Service Requested
—
—



Account Number	002
Billing Due Date	Apr. 26, 2018
Total Amount Due	\$9.00

*****AUTO**5-DIGIT 29945



COLBY 3921 15
RIDGELAND SC 29936-4500

PALMETTO ELECTRIC COOPERATIVE INC
PO BOX 530812
ATLANTA GA 30353-0812



01077 00215923002 2 0000000000 000000900 000000900 3

BACK OF BILL

***NOTICE:** This bill is payable in full upon receipt. The account is subject to disconnection for any past due balance without further notice.

***Payment must be received and processed by the due date. Payments not received by the due date are considered delinquent and service is subject to disconnection. PECl is not responsible for postal delivery delays.**

POWER OUTAGE: Call 1-866-445-5551.

BEFORE DIGGING: To locate underground lines before digging contact **Palmetto Utility Protection Service (P.U.P.S.)** at 811 or (888) 721-7877.

PALMETTO ELECTRIC COOPERATIVE CUSTOMER SERVICE OPTIONS

Visit www.palmetto.coop or call 1-800-922-5551 for all your customer service needs

OFFICE LOCATIONS:		Office Hours: Monday through Friday, 8am - 5pm	
Hampton 803-943-2211 Mailing & Physical: 1231 Charleston Highway Hampton, SC 29924	Hilton Head 843-681-5551 Mailing & Physical: 111 Mathews Drive Hilton Head Island, SC 29926	New River 843-208-5551 Mailing & Physical: 1 Cooperative Way Hardeeville, SC 29927	Ridgeland 843-726-5551 Mailing & Physical: 4063 Grays Highway Ridgeland, SC 29936
PAYMENT OPTIONS: <ul style="list-style-type: none"> • At one of our Office Locations • By mail or night deposit: DO NOT MAIL CASH AND DO NOT STAPLE YOUR CHECK TO THE PAYMENT STUB. After-hours night deposit boxes are located at each office location. Provide a daytime phone number with your payment. DO NOT PUT CASH INTO THE NIGHT DEPOSIT BOX. Palmetto Electric is not responsible for cash left in night deposit boxes. • By telephone using a major credit card via PowerTouch, 1-866-445-5551. See our web site for accepted credit cards. • Draft through a recurring payment via credit card or E-Check. • Via MyEnergy Online, our customer portal, at https://epayment.palmetto.coop/oscp/ • Use our free mobile apps, MyEnergy. See our website for supported smart phones and smart devices. Payable with credit/debit card or bank account. • Via text, by typing PAY to 352667. You will need to have your mobile telephone number associated with the account and a payment profile on record to use this option. 			
DISCONNECT INFORMATION: If an account is disconnected for non-payment, the past due balance plus a reconnect fee must be paid before the service will be reconnected.			

NEW ACCOUNT BILL – PAGE 2

5154



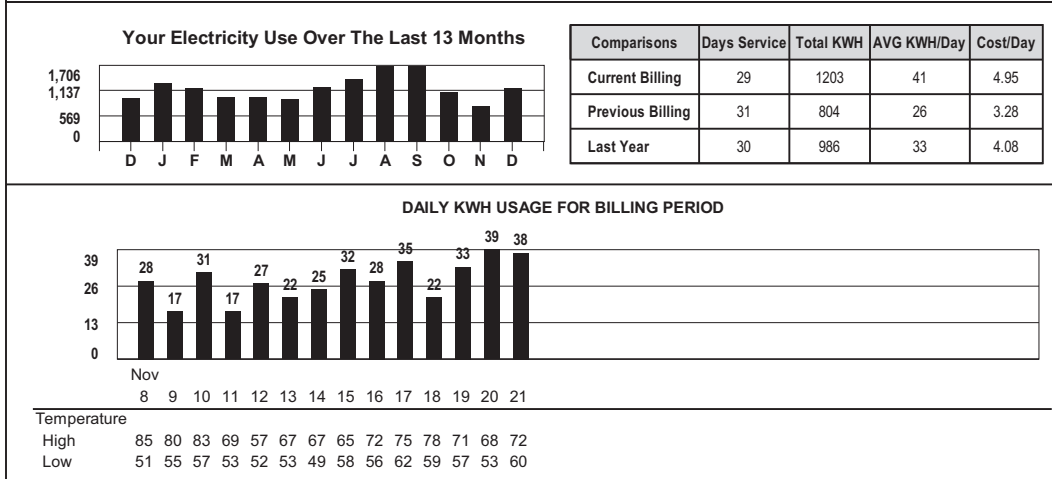
Page 2 of 2

Account No	Account Name		Service Address		Telephone	Pwr Cost Factor	Rate	Bill Date
002	COLBY KAYLA		SARDIS RD		(843)	-0.001791	Small Commercial	Apr. 11, 2018
Service From	To	Meter No	Srv Days	Previous Mtr Rdg	Present Mtr Rdg	KWH Used	Mult	Charges
<p align="center">Voting Procedures for Annual Meeting</p> <p align="center">Saturday, May 5, 2018</p> <ul style="list-style-type: none"> - To register and vote on behalf of a business, church or other organization, a voting delegate's name must be submitted in advance to the Cooperative. An alternate's name may also be submitted. The person designated must present a valid ID at the meeting to register and vote. Designated representatives must have written authorization submitted to the Cooperative no later than 5PM, Friday, May 4, 2018. Forms may be requested from any of our four offices or a letter from the organization will suffice. - All delegates registering at the Annual Meeting are encouraged to bring their Registration Card. This will expedite the registration process. 								

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Account No	Account Name	Service Address	Telephone	Pwr Cost Factor	Rate	Bill Date		
001					Residential Electric	Dec. 7, 2023		
Service From	To	Meter No	Srv Days	Previous Mtr Rdg	Present Mtr Rdg	KWH Used	Mult	Charges
11/08/23	12/07/23		29	49913	51116	1203	1	
Electric Service Charge Capital Credit Refund Total Electric Charges Operation Round Up® IMPORTANT NOTICE OF CAPITAL CREDIT REFUND <i>Please note, on this month's bill you received a credit for your Capital Credits retired in 2023 for years 2007, 2008, and/or 2022. This bill credit in lieu of issuing a check to you is another green initiative by your Cooperative to conserve resources and reduce costs.</i>								
Total Charges Due						Due Date: Dec. 22, 2023		



THANKS FOR

\$10 MILLION

Thanks to our members, since 1989, Operation Round Up® has raised \$10 million—providing funding for deserving individuals and organizations in Beaufort, Hampton and Jasper counties.

Learn more at palmetto.coop

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

SC09400F

888

PALMETTO ELECTRIC COOPERATIVE INC
 4063 GRAYS HWY
 RIDGELAND SC 29936-4360



Account Number	001
Billing Due Date	Dec. 22, 2023
Total Amount Due	

The account is subject to disconnection without further notice.

*****SNGLP



1
3

PALMETTO ELECTRIC COOPERATIVE INC
 PO BOX 530812
 ATLANTA GA 30353-0812



01077 00080224001 7 0000000000 000029200 000029200 1

BACK OF BILL

3224

***NOTICE:** This bill is payable in full upon receipt. The account is subject to disconnection for any past due balance without further notice.

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POWER OUTAGE: Call 1-866-445-5551.

BEFORE DIGGING: To locate underground lines before digging contact **Palmetto Utility Protection Service (P.U.P.S.)** at 811 or (888) 721-7877.

PALMETTO ELECTRIC COOPERATIVE CUSTOMER SERVICE OPTIONS

Visit www.palmetto.coop or call 1-800-922-5551 for all your customer service needs

OFFICE LOCATIONS:		Office Hours: Monday through Friday, 8am - 5pm	
Hampton 803-943-2211	Hilton Head 843-681-5551	New River 843-208-5551	Ridgeland 843-726-5551
Mailing & Physical: 1231 Charleston Highway Hampton, SC 29924	Mailing & Physical: 111 Mathews Drive Hilton Head Island, SC 29926	Mailing & Physical: 1 Cooperative Way Hardeeville, SC 29927	Mailing & Physical: 4063 Grays Highway Ridgeland, SC 29936
PAYMENT OPTIONS:			
<ul style="list-style-type: none"> • At one of our Office Locations • By mail or night deposit: DO NOT MAIL CASH AND DO NOT STAPLE YOUR CHECK TO THE PAYMENT STUB. After-hours night deposit boxes are located at each office location. Provide a daytime phone number with your payment. DO NOT PUT CASH INTO THE NIGHT DEPOSIT BOX. Palmetto Electric is not responsible for cash left in night deposit boxes. • By telephone using a major credit card via PowerTouch, 1-866-445-5551. See our web site for accepted credit cards. • Draft through a recurring payment via credit card or E-Check. • Via MyEnergy Online, our customer portal, at https://epayment.palmetto.coop/oscp/ • Use our free mobile apps, MyEnergy. See our website for supported smart phones and smart devices. Payable with credit/debit card or bank account. • Via text, by typing PAY to 352667. You will need to have your mobile telephone number associated with the account and a payment profile on record to use this option. 			
DISCONNECT INFORMATION: If an account is disconnected for non-payment, the past due balance plus a reconnect fee must be paid before the service will be reconnected.			



12/07/23

BOARD OF DIRECTORS
Jeremiah E. Vaigneur, *Chairman*
D. Terrell Smith, *Vice Chairman*
Carolyn Grant, *Secretary-Treasurer*
Dr. Earl Bostick Sr.
Gregory S. Cook
Nicholas T. Gohagan
Alicia Holland
David C. Howard
William J. Nimmer
James L. Rowe
Thomas G. Stanley Jr.
David L. White

Member Number:

Dear Member,

The Board of Directors of Palmetto Electric Cooperative is pleased to announce the retirement of 30.15% of the Capital Credits earned in 2007, 32.61% of 2008 and 80.58% of 2022. Capital Credits reflect the difference between Palmetto Electric's revenues and expenses, and are periodically returned to consumers upon approval by the Cooperative's Board of Directors. As a member of Palmetto Electric during the years 2007, 2008 and/or 2022, you were allocated Capital Credits that are now being distributed.

Please note, on this month's bill you received a credit for your Capital Credits retired in 2023 for the years listed above. This bill credit in lieu of issuing a check to you is another green initiative by Palmetto Electric Cooperative to conserve resources and reduce costs.

This Capital Credits bill credit in the amount of \$22.00 is just one of the many benefits of being a member of Palmetto Electric Cooperative, Your Touchstone Energy Partner. We hope you enjoy this year's "return on your investment."

Sincerely,

Jeremiah E. Vaigneur
Chairman of the Board

A. Berl Davis Jr.
President and CEO



Refund Years
2007, 2008 and 2022

CAPITAL CREDITS AMOUNT
\$22.00

BILL CREDIT:

CAPITAL CREDITS BILL CREDIT TO ACCOUNT:

Not a Check

Please note, on this month's bill you received a credit in the amount of \$22.00 for your Capital Credits retired in 2023.

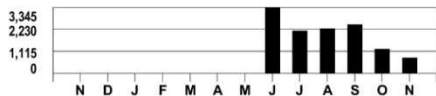


FINAL BILL



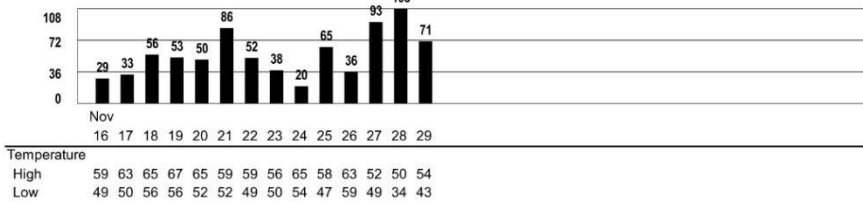
Account No	Account Name	Service Address	Telephone	Pwr Cost Factor	Rate	Bill Date		
001	KANDICE	REEF CLB	(678)	-0.016575	Residential Electric	Dec. 7, 2018		
Service From	To	Meter No	Srv Days	Previous Mtr Rdg	Present Mtr Rdg	KWH Used	Mult	Charges
11/16/18	11/30/18	610	14	44358	45168	810	1	
Balance Forward Electric Service Charge Membership Fee Total Electric Charges This is a Final Bill. Thank you for your patronage! Make sure you inform us of your new mailing address so we can send future capital credit checks that you may be entitled to receive. Tax Deductible Operation Round Up Contribution For 2018 is \$1.31								133.00 82.71 -5.00 77.71
Total Charges Due						FINAL BILL		\$210.71
							Due Date: Dec. 22, 2018	

Your Electricity Use Over The Last 13 Months



Comparisons	Days Service	Total KWH	AVG KWH/Day	Cost/Day
Current Billing	14	810	58	5.91
Previous Billing	31	1253	40	4.28
Last Year	0	0	0	0.00

DAILY KWH USAGE FOR BILLING PERIOD



PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

SC09400F



913

PALMETTO ELECTRIC COOPERATIVE INC
 4063 GRAYS HWY
 RIDGELAND SC 29936-4360
 Temp-Return Service Requested



Account Number	001
Billing Due Date	Dec. 22, 2018
Total Amount Due	\$210.71
FINAL BILL	

*****SNGLP



KANDICE 1
 REEF CLB 162
 HILTON HEAD ISLAND SC 29926-1223

PALMETTO ELECTRIC COOPERATIVE INC
 PO BOX 530812
 ATLANTA GA 30353-0812



01077 00243567001 7 0000000000 000021071 000021071 7

BACK OF BILL

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POWER OUTAGE: Call 1-866-445-5551.

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PAYMENT OPTIONS: <ul style="list-style-type: none"> • At one of our Office Locations • By mail or night deposit: DO NOT MAIL CASH AND DO NOT STAPLE YOUR CHECK TO THE PAYMENT STUB. After-hours night deposit boxes are located at each office location. Provide a daytime phone number with your payment. DO NOT PUT CASH INTO THE NIGHT DEPOSIT BOX. Palmetto Electric is not responsible for cash left in night deposit boxes. • By telephone using a major credit card via PowerTouch, 1-866-445-5551. See our web site for accepted credit cards. • Draft through a recurring payment via credit card or E-Check. • Via MyEnergy Online, our customer portal, at https://epayment.palmetto.coop/oscp/ • Use our free mobile apps, MyEnergy. See our website for supported smart phones and smart devices. Payable with credit/debit card or bank account. • Via text, by typing PAY to 352667. You will need to have your mobile telephone number associated with the account and a payment profile on record to use this option. 			
DISCONNECT INFORMATION: If an account is disconnected for non-payment, the past due balance plus a reconnect fee must be paid before the service will be reconnected.			

PAST DUE FINAL BILL LETTER



1231 Charleston Highway

Hampton, SC 29924

803-943-2211

Apr-6-2026

PALMETTO ELECTRIC COOPERATIVE, INC.
1231 CHARLESTON HIGHWAY
HAMPTON, SC 29924

Palmetto Electric Cooperative Member
123 Any St
Anytown, SC 00000-0000

According to our records, your current balance due for account 111111-001 is \$0.00. Payment is due 30 days from the invoice date.

If there is an error, or you are unable to pay the amount due, please contact the office as soon as possible.

Payments can be made by calling **1-866-445-5551**.

Thank you for your attention to this request.

Sincerely,
Missy Schaffer

Collections Manager
Toll Free Telephone 1-800-922-5551
Office Hours 8:00 A.M - 5:00 P.M. Monday - Friday

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Final Bill Date: Nov-14-2025 Notice Date: Apr-6-2026

Account#: 111111-001 Name: PEI Member

Service Address: 123 Any St.

Balance Due: \$0.00

LETTER REQUESTING CAPITAL CREDITS



4063 Grays Highway

Ridgeland, SC 29936

843-726-5551

Date

(Name)
(address)
(address)

Re: (Member name)
Member # _____

Dear (PR's name):

Once a member is deceased you have an option to retire the capital credits earned under the decedent's name. I have enclosed the paperwork necessary for the capital credits in the above referenced account to be cleared out. In order for us to continue with the process of clearing out this account, the following documents indicated must be submitted.

- Name of person who continues the account. INACTIVE ACCOUNT**
- Copy of the Death Certificate**
- Copy of Letter of Administration or document naming Personal Representative (** A Power of Attorney is NOT acceptable) or an Affidavit of Inheritance of Capital Credits with Palmetto Electric Coop., Inc. (enclosed)**
- Request for capital credit payment (enclosed)**

Upon receipt of the above, this account will be processed for payment with approval of the Board of Directors.

If you have any questions regarding the purpose of this letter or the requested documentation, please feel free to contact me at 843-726-9606.

Sincerely,

Caitlin H. Bryan

REQUEST FOR CAPITAL CREDIT PAYMENT

Member #: _____ Date: _____

I hereby request that Palmetto Electric Cooperative, Inc., authorize retirement of all Capital Credits accrued and belonging to _____, deceased, be paid to _____, executor, and mailed to _____.

A certified copy of the Letter of Administration and a copy of the Death Certificate are attached.

Signature: _____ Date: _____

By-Laws
Article II, Section 4

Complete This Section Only if Account is Currently Active
(completion of this section does not automatically inactivate service)

The request for payment of Capital Credits for the account of:

cannot be processed until the above account is inactivated AND has a zero (0) balance. Therefore,

I hereby request Palmetto Electric Cooperative, Inc., to change the account to the name of:

(Name) (Address)

This is to certify that I, _____ have been paying the electric bill in the Decedent's name since his/her death.

Signature: _____ Date: _____

**AFFIDAVIT OF INHERITANCE OF CAPITAL CREDITS WITH
PALMETTO ELECTRIC COOPERATIVE, INC.**

STATE OF _____
COUNTY OF _____

This page is not necessary if you have a copy of a will, letter of administration OR a certificate of appointment naming personal representative or executor of the estate.

PERSONALLY APPEARED BEFORE ME the undersigned persons, who first being duly sworn say that they are the only surviving heirs of:

(Name) (Address)

Deceased, who at the time of his/her death was the owner of capital credits with Palmetto Electric Cooperative, Inc.

The affiants say that it is their wish that payment of said capital credits be made to:

(NAME) (ADDRESS)

SIGNATURE(S) OF ALL SURVIVING HEIRS Heirs include spouse and all children	_____	AGE
	_____	AGE
	_____	AGE
	_____	AGE

SWORN AND SUBSCRIBED BEFORE ME
THIS _____ DAY OF _____ MONTH OF 20 _____

NOTARY PUBLIC FOR _____ MY COMMISSION EXPIRES _____

AFFIDAVIT OF GUARDIANSHIP OF MINOR CHILDREN
(Must be completed if any heirs are minors)

STATE OF _____ COUNTY OF _____

PERSONALLY APPEARED BEFORE ME _____
(Name of Parent or Guardian)

who first being duly sworn says the (he)(she) is the duly appointed guardian or parent of the minor children named above, and the (he)(she) has signed the foregoing Affidavit for and on behalf of said minor children of the deceased; and that said action is for the best interest of said minor children.

Signature of Guardian or Parent

SWORN TO AND SUBSCRIBED BEFORE ME
THIS _____ DAY OF _____ MONTH OF 20 _____

NOTARY PUBLIC FOR _____ MY COMMISSION EXPIRES _____



Account No	Account Name		Service Address		Telephone	Pwr Cost Factor	Rate	Bill Date
001						0.000000	Residential Lighting	Dec. 7, 2023
Service From	To	Meter No	Srv Days	Previous Mtr Rdg	Present Mtr Rdg	KWH Used	Mult	Charges
11/09/23	12/07/23		28					
Previous Credit Balance 2 STANDARD 100EQ LED10 30'WD Capital Credit Refund Total Electric Charges IMPORTANT NOTICE OF CAPITAL CREDIT REFUND <i>Please note, on this month's bill you received a credit for your Capital Credits retired in 2023 for years 2007, 2008, and/or 2022. This bill credit in lieu of issuing a check to you is another green initiative by your Cooperative to conserve resources and reduce costs.</i>								
Total Charges Due								Due Date: Dec. 22, 2023

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

SC09400F

888

PALMETTO ELECTRIC COOPERATIVE INC
 4063 GRAYS HWY
 RIDGELAND SC 29936-4360



Account Number	001
Billing Due Date	Dec. 22, 2023
Total Amount Due	

*****SNGLP



1
1

PALMETTO ELECTRIC COOPERATIVE INC
 PO BOX 530812
 ATLANTA GA 30353-0812



01077 00241598001 4 0000000000 0000000000 0000000000 0

BACK OF BILL

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BOARD OF DIRECTORS
Jeremiah E. Vaigneur, *Chairman*
D. Terrell Smith, *Vice Chairman*
Carolyn Grant, *Secretary-Treasurer*
Dr. Earl Bostick Sr.
Gregory S. Cook
Nicholas T. Gohagan
Alicia Holland
David C. Howard
William J. Nimmer
James L. Rowe
Thomas G. Stanley Jr.
David L. White

12/07/23

Member Number:

Dear Member,

The Board of Directors of Palmetto Electric Cooperative is pleased to announce the retirement of 30.15% of the Capital Credits earned in 2007, 32.61% of 2008 and 80.58% of 2022. Capital Credits reflect the difference between Palmetto Electric's revenues and expenses, and are periodically returned to consumers upon approval by the Cooperative's Board of Directors. As a member of Palmetto Electric during the years 2007, 2008 and/or 2022, you were allocated Capital Credits that are now being distributed.

Please note, on this month's bill you received a credit for your Capital Credits retired in 2023 for the years listed above. This bill credit in lieu of issuing a check to you is another green initiative by Palmetto Electric Cooperative to conserve resources and reduce costs.

This Capital Credits bill credit in the amount of \$24.00 is just one of the many benefits of being a member of Palmetto Electric Cooperative, Your Touchstone Energy Partner. We hope you enjoy this year's "return on your investment."

Sincerely,

Jeremiah E. Vaigneur
Chairman of the Board

A. Berl Davis Jr.
President and CEO



Refund Years
2007, 2008 and 2022

CAPITAL CREDITS AMOUNT
\$24.00

BILL CREDIT:

CAPITAL CREDITS BILL CREDIT TO ACCOUNT: 001

Not a Check

Please note, on this month's bill you received a credit in the amount of \$24.00 for your Capital Credits retired in 2023.





H2O Select Enrollment

A residential off-peak water heating program

Homeowner

First

Last

Account #

Rebate/charges will be applied to this account.

Phone 1

Phone 2

Email

Service Address

This is address where the water heater is located.

Billing Address

Address Line 1

Address Line 2

City

State

Zip Code

Type of home use

Notes

Additional information you want us to know.

SELECT ONE of two options

REBATE: You install a new off-peak water heater (DIY or hire a PRO of your choice) and get money back. Limit one per house.

TURN KEY Option: We make all the arrangements for you and make payment easy. Includes an off-peak water heater, basic installation, old tank disposal, and 60-month payment plan.

Rebate

80 gallon or larger electric water heater - \$250.00

50 to 79 gallon electric water heater - \$150.00

50 gallon or larger heat pump or solar water heater - \$100.00

Bonus Rebate

Conversion: Switch from gas to electric water heating - \$100.00

New Home: Build a home with electric water heating - \$100.00

None - \$0.00

Total Rebate
\$0.00

Rebate will be apply to account listed. If there is no account available, a check will be mailed to address listed. Please allow up to 90 days for processing.

Water Heater Repairs

Free water heater repairs as long as the off-peak switch remains connected to your water heater. See section 7 of the Term and Conditions for details.

TERMS AND CONDITIONS

H2O Select®

Palmetto Electric Cooperative, Inc. ("PEC") is offering a residential off,peak water heating program ("H2O Select") to provide qualifying members the opportunity to receive rebates and or incentives for participating. The terms and conditions below ("Terms and Conditions") set forth the enrollment requirements and details related to rebates and incentives members may receive. By signing, member agrees to comply with and be bound by the Terms and Conditions.

TERMS AND CONDITIONS

1. To qualify for a Rebate, Turn Key Option and other incentives under the H2O Select program, the service location must be serviced by Palmetto Electric Cooperative, Inc. The property owner must complete an enrollment application, allow an off peak switch(s) to be attached to each water heater in the

home and abide by the Terms and Conditions.

2. PEC will connect an “off-peak switch” when notified that a new tank has been installed. Customer must allow off-peak switches to remain a functioning part of the water heating system and purchase electric energy for water heating from PEC for a minimum of 10 years. Customer can receive maximum qualifying rebate only once per 10 year term. Rebates are paid per home, not per water heater. Customer can choose a rebate or Turn Key Option but not both. Turn Key Options have the rebate incentives built into the pricing.

3. If for any reason customer removes the off-peak switch or ceases receiving electric energy from PEC for water heating, Customer is no longer eligible to be enrolled in this program and any outstanding sums, advanced or loaned by PEC, together with interest, if applicable, shall immediately become due and payable to PEC.

4. Peak control periods: Water heaters will be cycled off with the off-peak switch as needed, up to 5 hours per day and averaging about 5 days per month. If needed by PEC, customer grants permission to monitor and control the off-peak switch through the customer's Wi-Fi network.

5. A conversion bonus rebate is available for homeowners that converted from gas to electric water heating.

6. A new home bonus rebate is available for home builders that build a new home with H2O Select electric water heating. For a newly constructed home, rebate may be paid to either the general contractor, developer or homebuyer. New homes must comply with PEC **Installation Requirements**, see section 10.

7. PEC will provide *free water heater repair service* for each new water heater enrolled in the program as long as the off-peak switch remains installed. This service includes service calls, diagnostic inspection, and replacement of defective parts; limited to standard elements, thermostats, high temperature limit switch, pressure relief valve, vacuum valve, drain valve, internal wiring and off-peak switch. After the first 60 months, parts coverage is limited to thermostats, off-peak switch and wiring. This service is transferable if the home is sold.

8. Customer must report any water heating problem or maintenance issue to PEC in order to receive the free water heater repair service.

9. Water heaters must comply with H2O Select installation requirements as well as all state and local codes.

10. **Installation Requirements:** Only new electric storage water heaters, 50 gallons or larger with elements maximum of 4500 watts will be accepted. Tank capacity needed is dependent on number of occupants, home size, and type of use (residence, vacation, or rental). Dual or multiple tank systems may be used to meet storage needs. Installations must meet local codes and program requirements. Permits may be required. Electric supply wire must be copper, size 10-2 AWG with ground, and connected to a 30 amp two pole breaker. An electric disconnect box is required at the water heater unless it is in line of sight from the main breaker panel. Hot and cold water lines should be insulated at least two feet from tank. Use of a circulation loop pump is not recommend. Water heaters must not block access to electrical panels, HVAC units, or other equipment, and must be placed for easy access to element cover plates. The temperature and pressure relief valve must properly terminate into drain pan or outdoors. A drain pan and drain line is needed when a water heater is installed in a location where water leakage could cause damage. To prevent “rotten egg” smell from occurring, PEC recommends use of water heaters that do not have an anode rod. For closed plumbing systems, a thermal expansion device may be needed. PEC will

connect the “off-peak switch” when notified that the new tank is ready.

11. Mobile home customers must own the land on which the home resides, and the home must be attached to a permanent foundation.

12. During the program term, PEC must be allowed to periodically inspect water heater(s) to insure proper operation and program compliance.

13. **H2O Select Turn Key Option:** PEC provides a new electric water heater (50 gallons or larger), “**basic installation**”, disposal of old tank, and a 60 month payment contract that will be added to the electric account. This option is for replacement systems only. The property owner must be a PEC member at this location and have a good payment history to be eligible for this option. Advance Pay customers are not eligible for 60 month payment option but may pay total contract price in advance to qualify. If additional labor and materials are required to install tank beyond what is included in “Basic Installation,” the customer will be notified in advance of the extra cost needed and given the option to agree or cancel. Please allow 1 to 4 weeks for tank installation. If the customer’s account is closed for any reason during the 60-month term, the balance of the contract will become due upon the final account statement. The total contract price may be paid in advance in order to qualify when the homeowner does not have an active PEC account. Contract may not be transferred to another location or name except in the event of account name change due to a change in marital status or death of a homeowner.

Basic Installation will be completed by a professional plumbing contractor and includes the following scope of work:

- a) Delivery of a new water heater to the site.
- b) Disconnect old plumbing and wiring from the old tank.
- c) Drain and remove the old tank. (Leaking tanks may need air dry on site before complete removal.)
- d) Install a new plastic drain pan if needed in the original tank location. Place new water heater in pan.
- e) Re-configure water lines for connection to height of the new water heater.
- f) Connect water lines and install accessories including a new water shut-off valve and a thermal expansion device if needed.
- g) Insulate first two feet of water lines.
- h) Install wiring and new electric disconnect box if needed and connect off-peak switch.
- i) Fill new tank with water and purge all air. Re-energize water heater and check for proper operation.
- j) Clean up installation area and haul away the old tank and any job trash.

Basic Installation does NOT include any of the following: water damage clean up, repairs to floor, walls, or ceiling, re-location of tank, installation of or repairs to drain line for the drain pan, disassembly of the old tank needed for removal, removal of doors, trim, attic steps, appliances, etc. for access.

Drain line installation is available for extra charge and includes up to 10 feet of PVC piping.

Metal pans are available for an extra charge.

14. This program may end or change without notice at any time.

Rev. 1/24

H2O Select Enrollment Agreement

Customer agrees to have Palmetto Electric Cooperative, (PEC) install an off-peak switch(s) on the electric water heating system at the above location. Customer understands program incentives will be awarded only if the water heating system meets the program Terms and Conditions.

Customer also understands that PEC shall have the right at reasonable times to inspect the system to insure proper operation and program compliance.

Customer agrees to report any problem or necessary maintenance regarding the water heating system. Customer agrees to allow the off-peak switch(s) to remain a functioning part of the water heating system and to purchase electric energy from PEC for a minimum period of ten (10) years from the date enrolled in this program. If for any reason Customer removes the off-peak switch or ceases receiving electric energy from PEC for water heating or other home needs, Customer is no longer eligible to be enrolled in this program and any outstanding sums, advanced or loaned by PEC, together with interest, if applicable, shall immediately become due and payable to PEC.

Customer further understand that if the Turn Key option was selected, a monthly fee will appear as a separate line item on the electric bill and will be included in the total amount due to Palmetto Electric each month for 60 months.

Palmetto Electric Cooperative may end or change this program without notice at any time.

By clicking and/or signing below, I acknowledge that I have read and understand the H2O Select Enrollment Agreement and agree to compile with all Terms and Conditions set forth.

Homeowner Signature

Date

3/4/2026



H2O Select Enrollment

A residential off-peak water heating program

Homeowner

First

Last

Account #

Rebate/charges will be applied to this account.

Phone 1

Phone 2

Email

Service Address

This is address where the water heater is located.

Billing Address

Address Line 1

Address Line 2

City

State

Zip Code

Type of home use

Notes

Additional information you want us to know.

SELECT ONE of two options

○ REBATE: You install a new off-peak water heater (DIY or hire a PRO of your choice) and get money back. Limit one per house.

◎ TURN KEY Option: We make all the arrangements for you and make payment easy. Includes an off-peak water heater, basic installation, old tank disposal, and 60-month payment plan.

Tank

Tank 1

Click model links to see products details:

[ProClassic](#) [ProPrestige](#) [Marathon](#) [Hybrid](#) [Everlast 52](#) [Everlast 80](#)

Select a water heater below.

- Rheem Pro Classic, 50 gallon Tall/Med, 6 yr. mfg warranty - \$23.00
- Rheem Pro Classic, 55 gallon, 6 yr. mfg warranty - \$24.00
- Rheem Pro Prestige w/Leak Guard, 50 gallon, 12 yr. mfg warranty - \$28.00
- Rheem Marathon, 50 gallon, Lifetime mfg warranty - \$34.00
- Rheem Marathon, 85 gallon, Lifetime mfg warranty - \$45.00
- Rheem Marathon, 100 gallon, Lifetime mfg warranty - \$47.00
- Rheem Hybrid Heat Pump, 50 gallon, 10 yr. mfg warranty - \$51.00
- Rheem Hybrid Heat Pump, 80 gallon, 10 yr. mfg warranty - \$69.00
- HTP EVERLAST stainless steel, 52 gallon, Lifetime mfg warranty - \$30.00
- HTP EVERLAST stainless steel, 80 gallon, Lifetime mfg warranty - \$41.00
- Rheem Marathon, SHORT 50 gallon, Lifetime mfg warranty - \$37.00

Some models may be out of stock. See specs for tank details and diminsons. Pricing is subject to change at anytime.

Add on options

- Drain Line - \$3.00
- Metal Pan - \$1.00

Drain Lines can be added if tank is within 10 feet from the exterior wall. If more than 10 ft needed, extra charge may apply.

Metal Pans are subject to size availability. A plastic pan is included in price with all water heaters. A metal pan is an upgrade option.

Total Price
\$0.00

Payments

Monthly Price
\$0.00

Total Price will be added to electric bill in equal installments for

60 months. Choose one payment if you would like to pay the total in the first month.

If you close your account for any reason, any remaining balance will come due on your final electric bill.

Prices are subject to change at any time. Total price is only guaranteed for 30 days.

Water Heater Repairs

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- f) Connect water lines and install accessories including a new water shut-off valve and a thermal expansion device if needed.
- g) Insulate first two feet of water lines.
- h) Install wiring and new electric disconnect box if needed and connect off-peak switch.
- i) Fill new tank with water and purge all air. Re-energize water heater and check for proper operation.
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Rev. 1/24

H2O Select Enrollment Agreement

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Customer further understand that if the Turn Key option was selected, a monthly fee will appear as a separate line item on the electric bill and will be included in the total amount due to Palmetto Electric each month for 60 months.

Palmetto Electric Cooperative may end or change this program without notice at any time.

By clicking and/or signing below, I acknowledge that I have read and understand the H2O Select Enrollment Agreement and agree to compile with all Terms and Conditions set forth.

Homeowner Signature

Date

3/4/2026



Surge Guard ORDER FORM

Helping protect your electrical equipment and appliances from power surges

- Complete this form to sign up for meter based surge protection and other surge protection options.
- After we review your form, we will send you an installation date.
- If you have questions or need help completing the form, call 843-681-0071

Homeowner

<input type="text"/>	<input type="text"/>
----------------------	----------------------

First

Last

Phone 1

Phone 2

Email

Service Address

Include complete address; #, Street, City, Zip

Address where the surge protection will be installed

*Use the **NEXT** button to go to the next page.*

*Use the **SUBMIT** button on the last page to submit your completed application.*

Primary Surge Protection Options

Meter Based Surge Protection Device (MB-SPD)

"Helps stop power surges at the electric meter"

Includes:

- *Utility Grade Type 1 surge protection device*
- *Fits standard non-CT meter service 120/240V 1 or 3P up to 600A*
- *Grounding inspection*
- *Standard installation*



- Limited equipment warranty against surge damage* ([see mfg. warranty](#))
- Service call if surge event occurs
- Upgrade replacement as needed
- **\$5.95 / month with 36 month contract**

Yes, I want the Meter Based Surge Protection Device for \$5.95 per month with a 36 month minimum contract.

Communication Line surge protection

"Helps stop Cable TV, Phone, and Internet lines power surges at the service point."

Includes:

- Utility grade surge protection device (see spec: [CLT](#) and [TLT](#))
- Basic installation at the service point outside
- Grounding inspection



I want Communication Line Surge Protection....

Attention: If you have high speed "fiber optic" internet or video service, the communication line option is NOT recommended. Use point-of-use devices instead.

Point-of-Use Surge Protection options

"An additional layer of surge protection for electronics and valuable equipment"



TrippLite TLP128TTUSBB....

12 OUTLETS with 2 USB Ports,
Tel/Modem/Coax Protection

Price

\$39.00

QTY

0

Amount

\$0.00



TrippLite TLP606USBB ...
 6 OUTLETS with 2 USB protection

Price	QTY	Amount
\$29.00	0	\$0.00

CUSTOM ORDER

Description:
 Please call to discuss other custom options.
 Please call to discuss other custom options.

Price	QTY	Amount
\$0.00	0	\$0.00

Point - of - Use	Subtotal
	\$0.00

Communication Line	Subtotal
	\$0.00

Point - of - Use and Communication Line	Grand Total
	\$0.00

Meter Base Surge Protection Device.....\$5.95 per month

For a minimum of 36 months

Items selected will be delivered at the time of installation.

Additional request or comments:

SURGE GUARD PARTICIPATION AGREEMENT

Click here to read the complete Participation Agreement.

SURGE GUARD PARTICIPATION AGREEMENT

This agreement is between Palmetto Electric Cooperative, Inc. (PECI) and the customer-signer of this document. The Customer acknowledges that he/she understands and agrees to abide by these terms and conditions for a minimum of three (3) years. After the initial three (3) year period the agreement shall automatically be renewed on a month to month basis until terminated by either party.

1. Palmetto Electric Cooperative, Inc. shall install a Meter Base Surge Protector Device (MB-SPD), as well as other SPDs (phone, cable, etc.) that the customer selects and related materials at the service address.
2. Prior to installation of the MB-SPD, a PEGI designated representative will inspect the home's external electrical grounding system to verify that a proper external safety ground exists at the service entrance. If the utility's representative should determine that any of the building's electrical grounding system or wiring is inadequate for the proper installation and operation of the MB-SPDs, PEGI reserves the right to refuse installation until such time as necessary conditions are made correct.
3. The MB-SPD can only be installed, serviced or removed by a PEGI designated representative. The MB-SPD is an integral part of the sealed electric meter or adjacent equipment and shall remain the property of Palmetto Electric Cooperative, Inc. PEGI may periodically inspect, perform maintenance, and/or upgrade MB-SPD as needed to ensure proper operation.
4. A monthly fee for the MB-SPD system plus fees for any additional SPDs selected will appear as a separate line item on your electric bill and will be included in the total amount due to Palmetto Electric. Non-payment of this fee will be considered the same as nonpayment of the customer's monthly electric bill and will entitle Palmetto Electric to discontinue electric service to the customer in accordance with established collection procedures. Payments must be current before any repairs, replacements, or warranty coverage will be in effect.
5. If the customer moves and/or closes his account, he may transfer this service to another location or cancel this agreement without penalty.
6. If the customer elects to discontinue this surge protection service (MB-SPD) prior to the term date, the customer will be required to pay an Exit Fee of \$100. Customer must submit a written request to cancel this service.
7. In all cases involving termination, PEGI reserves the right to reclaim and retrieve the MB-SPD and related materials. If the surge protection service is terminated and the MB-SPD is left attached to the electric service, PEGI disclaims all liability and warranty related to the MB-SPD after the termination.
8. PEGI reserves the right to terminate the Surge Guard Program and this agreement within 30 days of written notice. Furthermore, PEGI reserves the right to modify this offering at any time.
9. In the event of any problem or failure of the installed MB-SPD, the customer shall notify PEGI. PEGI or it's agent may inspect all damaged appliance(s), premise's wiring, and any other electrical equipment located at the premises.
10. Any warranties provided are from the MB-SPD and other SPD manufacturers ([available upon request](#)) and are provided to the customer for as long as the service remains in effect. The manufacturer's warranties do not cover nor will PEGI be responsible for damages resulting from near direct lightning strikes or interruptions of electric service. PEGI makes no warranties, expressed or implied, regarding the

installation or function of any of the SPDs. The customer understands that the MB-SPD is strictly a power line surge suppressor and will not prevent damage from power surges which enter the building through telephone wires, cable or satellite television wires, antennas, outside branch circuits or other paths or from prolonged over or under voltage events. The customer shall hold PECE harmless in connection with the operation, service, and installation of all SPDs. Customer shall hold PECE harmless for the cost of any service call from the phone or cable company that relates to an SPD. In the event the protective effectiveness of the MB-SPD should be interrupted or fail for any reason, PECE's obligation shall be to repair or replace the MB-SPD(s) in accordance with this agreement. Such interruption or failure shall not constitute a breach of this agreement, nor shall PECE, its officers, directors or employees be liable to the customer or to third parties for any damages which might result from such interruption or failure.

11. Customer understands MB-SPD is not a lightning protection system and under no circumstances will PECE guarantee performance against a direct or nearby lightning strike. Customer acknowledges that Surge Guard is NOT an insurance program. * Electric meter or main disconnect as well as the telephone, cable, or satellite connection points must be located on the exterior of the building. Primary protection options include installation and a grounding inspection.

SG 0617

I have read and understand this Surge Guard Participation Agreement and agree to the terms and conditions set forth. I understand MB-SPD is not a lightning protection system or insurance, and under no circumstances will PECE guarantee performance against a direct or nearby lightning strike. I further understand that a monthly fee for the MB-SPD system plus fees for any additional SPDs selected will appear as a separate line item on my electric bill and will be included in the total amount due to Palmetto Electric for a minimum of 36 months.

By clicking here and/or signing below, I confirm that I understand and agree to all terms and conditions set forth in the Surge Guard Participation Agreement.

Signature

Date

11/15/2023

PEC USE ONLY

Live Smart. Save More.

Reduce energy use, save money, and get more control over your comfort by joining the Smart Thermostat Program. With two easy ways to sign up, you can get a FREE Smart Thermostat & Installation or if you already have a Smart Thermostat, get a \$50 bill credit!*



Visit palmetto.coop. *See terms and conditions for complete details.



Smart Thermostat Program Enrollment

Enrollment Incentives

- Receive up to two ecobee Enhanced Smart Thermostats and standard installation by an approved HVAC contractor at no cost! That's a \$500 value! *

- If you already have a Smart Thermostat, sign up to receive a \$50 bill credit per thermostat.*

- Smart Reward\$ - Receive a \$5 per month bill credit for participation in energy saving events with your Smart Thermostats.*

* WiFi internet service is required. Systems with gas heat are not eligible for all discounts or Smart Rewards. See Terms & Conditions.

Select a sign-up option ...

Options

Name

First

Last

Name as listed on Palmetto Electric account

Account

Palmetto Electric account #

Address

.

Address Line 1

Hilton Head Island South Carolina 29926

City

State

Zip Code

Physical Address where the thermostat will be installed

Phone

(843) 681-5551

Email

PEC@palmetto.coop

TERMS & CONDITIONS

Smart Thermostat Enrollment Agreement

Member has read and understands the Smart Thermostat program Term and Conditions. Member agrees that program incentives will be awarded only for compliance with program Terms and Conditions.

Member hereby grants permission to PEC, Central Electric Power Cooperative, Inc. ("Central") to monitor and adjust the thermostat settings during high energy load periods through the member's Wi-Fi system.

Member hereby releases Palmetto Electric Cooperative, Inc. and Central Electric Power Cooperative, Inc from and against any and all liability, claims or actions of any kind whatsoever for injuries, damages, or losses to persons or property which may be sustained in connection with the services provided hereunder.

Member agrees that any and all disputes which cannot be resolved between Member and PEC and CENTRAL and any cause of action arising out of or connected with the services provided hereunder, shall be resolved individually, without resort to any form of class action, exclusively before a court located in South Carolina having jurisdiction. Further, in any such dispute, under no circumstances will member be permitted to obtain awards for, and hereby waives all rights to claim punitive, incidental, or consequential damages, including reasonable attorneys' fees, and member further waives all rights to have damages multiplied or increased. Palmetto Electric Cooperative may end or change this program without notice at any time.

If member elects to cancel program enrollment, closes the electric account, or becomes out of compliance with these terms and conditions for any reason during the 3 year term, member will be charged an exit fee up to \$200 per thermostat.

Show Terms & Conditions

SMART THERMOSTAT Program

Palmetto Electric Cooperative, Inc. ("PEC") is offering a residential peak control smart thermostat program to provide qualifying members the opportunity to receive incentives for participating. The terms and conditions below ("Terms and Conditions") set forth the enrollment requirements, program procedures and details related to incentives members may receive. By signing and joining the program member agrees to comply with and be bound by the Terms and Conditions.

TERMS AND CONDITIONS

- 1. To qualify for the program incentives, the service location must be serviced by Palmetto Electric

Cooperative, Inc., homeowner or tenant must be a Palmetto Electric Cooperative member with an active account in good standing at the location listed on the enrollment form, complete an enrollment application and abide by all Terms and Conditions.

2. For a minimum of three 36 months, members that receive a thermostat from PEC's Smart Thermostat Program must ensure that the thermostat remains a functioning part of the home's heating and air conditioning system and connected to homes wi-fi system. Member that "Bring Your Own Thermostat" (BYOT) must remain in the program for a minimum of 12 months to be eligible for incentives. Only approved models of smart thermostats may participate.

3. Member must grant permission to PEC to monitor and adjust the settings on thermostat during high energy load periods through the member's Wi-Fi system.

4. Member must have and maintain an active Wi-Fi internet subscription service and allow the smart thermostat to be connected to the service at all times. Some thermostat require the wi-fi router to broadcast on a 2.4 GHz network. Wireless or Hot Spot Wi-Fi service will not be compatible with most smart thermostats. *If you have a dual-band router, you may need to change settings to connect to the 2.4 GHz band—not the 5GHz band.*

5. Energy saving events: There will be up to six events per month. During each event, the thermostat's temperature settings will be adjusted as needed, up to 4 degrees above or below member's desired setting. To help improve comfort during the events, 2 degrees of pre-cooling or pre-heating will be utilized. See Energy Saving Event Strategy for details.

6. Event Opt-Out: Prior to each event, a notification message will be sent from the thermostat manufacturer via the thermostat, email, text or mobile app. This notification will provide notice of an upcoming event.

7. Member can opt-out of Energy Saving Events any time after an event has started. However, if a member opts-out more than 30% of the events or if the thermostat becomes disconnected from the internet, future incentives will be voided, and enrollment in the program may be cancelled plus member may be subject to exit fee in section 14.

8. Member will receive monthly incentives, Smart Rewards, based on energy saving event participation percentage. Homes with **gas heating systems are not eligible for monthly incentives, Smart Rewards.** Maximum of two thermostats per household will be eligible for Smart Reward monthly incentives. A "zoned system" with more than one thermostat is eligible for only one monthly incentive. Incentives may be awarded as a bill credit or other type as selected by PEC. Incentives are subject to change.

9. Monthly incentives, Smart Rewards, are only guaranteed for 3 years from member enrollment date in this program.

10. All thermostat must be connected per mfg. specifications and all state and local codes. Some smart thermostats may not support proprietary features. Depending on the make and model of your equipment, you may need to contact your equipment manufacturer to verify compatibility. Non-compatible systems may include units with proprietary communicating thermostats, variable speed fans or compressors along with accessories.

11. For any ecobee thermostat issues, member should contact the [ecobee Help Center](#) for technical support at 877-932-6233 or contact a qualified HVAC service company. Neither Palmetto Electric nor the

thermostat installer will provide repairs or operational training for the thermostat or the HVAC system.

12. Mobile-home customers must own the land on which the home resides, and the home must be attached to a permanent foundation.

13. During the program term, PEC must be allowed to inspect the thermostat as needed to insure proper operation and program compliance.

14. Exit Fee: If member elects to cancel program enrollment, close their electric account, or becomes out of compliance with these terms and conditions for any reason during the 3-year term, member will be charged an exit fee up to \$200 per thermostat. For BYOT members, exit fee is \$50 and term is 12 months. Additionally, All Smart Rewards bill credit will be canceled.

15. PEC makes no warranty or guarantee on the enrolled smart thermostat, installation, operation of HVAC system, or energy savings. Under certain conditions energy use may increase.

16. This program may end or change without notice at any time.

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Energy Saving Event Strategy:

During the peak energy periods, the ecobee thermostat's temperature settings will be adjusted as needed, up to 4 degrees above or below your desired setting. Up to 6 events may occur per month. You will be notified by email prior to an upcoming energy saving event and will have the opportunity to opt-out of the event if needed after the event starts. However, if you opt-out and override more than 30% of the energy saving events, future monthly incentives will be voided, enrollment in the program will be cancelled and you may be subject to the exit fee.

Summer Events

Hour 1: setting is raised 2 degrees above the original setting.

Hour 2: setting is raised an addition 1 degree.

*Hour 3: setting is raised an addition 1 degree.**

Hour 4: setting is return to normal program.

Winter Events

Hour 1: setting is lowered 2 degrees below the original setting.

Hour 2: setting is lowered an addition 1 degree.

Hour 3: setting is lowered an addition 1 degree.*

Hour 4: setting is return to normal program.

*This additional 1 degree will be omitted on weekends and holidays.

By clicking and/or signing I acknowledge that I have read, understand and agree to the Smart Thermostat Enrollment Agreement and all Terms and Conditions set forth.

Signature

Date

3/4/2026

Home Details

Is your home's main heating source Gas?

Yes No

Type of Use

Residence

How many heating/cooling systems in your home?

4

How many thermostats in your home?

4

Thermostats

Thermostat 1

Select thermostats and installer.

Choose from two models:



[ecobee Enhanced](#)



[ecobee Premium](#)

Product

ecobee Enhanced - \$0.01

Quantity

1

Item Total

\$0.01

Thermostat 2

Select thermostats and installer.

Choose from two models:



[ecobee Enhanced](#)



[ecobee Premium](#)

Product	Quantity	Item Total
ecobee Enhanced - \$0.01	1	\$0.01

Additional Thermostats

Additional Thermostat 1

Thermostats in this section do NOT include a discount!

Product	Quantity	Item Total
ecobee Enhanced - \$100.00	1	\$100.00

Additional Thermostat 2

Thermostats in this section do NOT include a discount!

Product	Quantity	Item Total
ecobee Premium - \$200.00	1	\$200.00

WARNING: While ecobee thermostats are compatible with most HVAC systems, there are some systems and/or equipment add-on's or accessories that may not be compatible. Please verify your systems work with ecobee thermostats before ordering. Check with your equipment dealer or [CLICK HERE](#) to ensure your systems are compatible with ecobee Enhanced or Premium models.

I understand that if my systems are not compatible, and/or the ecobee thermostats can't be connected for any reason, I may be charged a trip fee.

Thermostat Installer

Installer	Quantity	Item Total	Installation Discount
May River Home Service* - \$125.00	4	\$500.00	(\$250.00)

****The approved thermostat installer will contact you to schedule an***

appointment. Standard thermostat installation includes up to one hour of labor; additional time or call backs may result in a service charge from the installer. The installer will provide a basic operation overview but will NOT provide App training or tech support.

Any Amount Due will be added to your Palmetto Electric account and will appear on your monthly statement within 60 days

Payment

Thermostat 1	
ecobee Enhanced - 1	\$0.00
Thermostat 2	
ecobee Enhanced - 1	\$0.00
Additional Thermostat 1	
ecobee Enhanced - 1	\$100.00
Additional Thermostat 2	
ecobee Premium - 1	\$200.00
May River Home Service* - 4	\$500.00
Installation Discount	(\$250.00)

Amount Due: \$550.00

Affordable Repair Plans for Palmetto Electric Cooperative Members



Protection plans from HomeServe



Palmetto Electric Cooperative and HomeServe

Palmetto Electric Cooperative has partnered with HomeServe*, an independent company, to provide their customers affordable emergency repair plans that help protect against costly and inconvenient covered repairs to systems through their homes and properties. Palmetto Electric Cooperative and HomeServe entered into an agreement to introduce these plans to Palmetto Electric Cooperative's customers.



Exterior Electrical Line Coverage

Your home's exterior electrical components can short circuit without warning. Help lighten your load against exterior electrical wiring breakdowns with an exterior electrical home warranty plan.

[Learn more](#)



This Plan Includes

\$5.99/mo.

Add To Cart



Interior Electrical Line Coverage

Power failures or faulty wiring and electrical components can cause power outages. Protect yourself from the high cost of repairs with a home service repair plan from HomeServe.

[Learn more](#)



This Plan Includes

\$5.99/mo.

Add To Cart



Exterior Sewer/Septic Line Coverage

Your home's sewer/septic line can clog or break due to invasive tree roots or shifting soil. Help keep what's underground covered with a home repair plan.

[Learn more](#)



This Plan Includes

\$8.49/mo.

Add To Cart



Exterior Water Service Line Coverage

Age, corrosion or ground shifting can damage the line that brings fresh water to your home. A water service line warranty plan helps provide protection against expensive repair bills.

[Learn more](#)



This Plan Includes

\$4.99/mo.

Add To Cart

[Terms & Conditions](#)



Water Heater Repair and Replacement Plan

Problems with your water heater can be a major inconvenience. Stay in hot water with a home service repair plan and get protection help from the high cost of repairs.

[Learn more](#)



This Plan Includes

\$12.99/mo.

Add To Cart

[Terms & Conditions](#)



Home Appliance Repair Plus

Having an appliance plan in place will help cover unexpected repair expenses for your washer, dryer, kitchen refrigerator, microwave, dishwasher and range.

[Learn more](#)



This Plan Includes

\$38.99/mo.

Add To Cart

[Terms & Conditions](#)



Heat Pump/Cooling System Coverage

You rely on your heat pump and cooling system to keep your home comfortable and humidity free. Help protect yourself from the cost and hassle of emergency repairs with a home service repair plan.

[Learn more](#)



This Plan Includes

\$16.99/mo.

Add To Cart