



New Resident Guide

Establishing electric service in Brunswick,
Columbus, Bladen & Robeson counties

**BRUNSWICK
ELECTRIC** 
Membership Corporation

A Touchstone Energy[®]
Cooperative 

METER # _____

APPLYING FOR SERVICE

Welcome to Brunswick Electric Membership Corporation, where you're more than just a customer, you're a member! Opening your membership account with BEMC is simple. Choose one of the following options:

- Complete the application for name change and transfer service at bemc.org, and a customer service representative will call you when the application is processed. ***NOTE: You will receive a confirmation message when the application is submitted. Do not close your browser until you receive the confirmation.***
- Call customer service at 800-842-5871
- Visit a BEMC office at:
795 Ocean Highway West, Supply
4335 Southport Supply Rd, Southport
2228 New Brittain Hwy E, Whiteville

NOTE: If you are in the City of Southport, you must contact the City at 910-457-7900 to apply for service.

REQUIRED INFORMATION WHEN APPLYING FOR SERVICE

- Name of new account holder(s)
- Social Security Number of new account holder(s)
- Billing address
- Phone numbers
- Physical address of property
- Meter Number

SECURITY DEPOSIT REQUIREMENTS

BEMC will complete an online utility risk assessment when you apply for service. This assessment will determine the deposit amount required for your membership. Minimum deposits start at \$200.00. Deposits are due upon completion of the application.

PAYING YOUR BILL

BEMC offers several different options to pay your deposit or bill:

- 24/7 automated phone system by calling 866-934-6830
- Online at bemc.org
- SmartHub mobile app
- In person at any BEMC office
- Automatic bank draft
- Bill Payment Terminals (*11 in the service area*)
- Night depository
- By mail
- Prepay Power

SCHEDULE OF FEES

Base Facility Charge (monthly).....	\$ 23.00
Energy Charge (monthly).....	\$0.0969 <i>per kWh</i>
WPCA (monthly).....	\$0.00731 <i>per kWh</i>
REPS Rider (monthly).....	\$ (0.02)
Special Payment Agreement.....	\$ 5.00
Returned Payment fee.....	\$ 35.00
Disconnect fee.....	\$ 35.00
Reconnect fee.....	\$ 35.00
Meter pan change-out.....	\$ 35.00

After hours fees for reconnect / disconnect

4:30 p.m. to 10 p.m.	\$100.00
10 p.m. to 8 a.m.....	\$350.00

Outdoor lights

Pole set at time of initial service or upgrade.....	\$100.00
In excess of 100 feet from existing facility.....	\$100.00

plus \$2.50 per ft.

OUTDOOR LIGHTING

BEMC provides free, professional outdoor lighting design consultation and installation for residential and commercial members. We offer a superior product selection for all of your outdoor lighting needs, and ensure your outdoor lighting plans are in compliance with county and town ordinances.

Our monthly rates include maintenance and replacement, as well as the cost of energy consumed, so you will always know the cost of your outdoor lighting monthly charges. Ask your customer service representative for more information or visit bemc.org to view a comprehensive outdoor lighting brochure.

PREPAY POWER

Take control of your spending with PrePay Power. Pay for your power in advance and only buy more when you need more.



Some benefits of this program are:

- Does not require a deposit
- No monthly bill eliminates paper waste
- Email alerts let you know when you're getting low on purchased power.

IMPORTANT TELEPHONE NUMBERS

Brunswick Electric Customer Service	800-842-5871
Supply Headquarters	910-754-4391
Whiteville District Office	910-642-5011
Oak Island District Office	910-457-9808
BEMC Customer Service Fax	910-755-4299
BEMC Automated Payment System	866-934-6830
North Carolina No Cuts	800-632-4949 or 811
City of Southport	910-457-7900
Waste Industries	910-754-2979
Atlantic Telephone Membership Corporation	910-754-4311
Brunswick County Public Utilities	910-253-2655

**To report an outage, please call
800-682-5309.**



Brunswick Electric Membership Corporation
PO Box 826, Shallotte, NC 28459
www.bemc.org

