

Welcome to your cooperative!

YOU

have the power here.



GREYSTONE
POWER CORPORATION
An Electric Membership Corporation

Your Touchstone Energy® Cooperative



Welcome to GreyStone

Dear Member:

When you signed up for electric service with us, you became a member-owner of your own electric cooperative, GreyStone Power Corporation, where members matter. As a non-profit cooperative, returning margins



to members annually, GreyStone exists only to serve you. We work hard to provide reliable electric service at the lowest possible cost. As a result, our electric rates are some of the lowest in the state and nation.

You are one of 103,000 members we serve in Bartow, Carroll, Cobb, Coweta, Douglas, Fayette, Fulton and Paulding counties. It is our goal to meet and exceed your needs and expectations.

You have a voice in the operation of GreyStone through the annual election of directors, who are members who receive power from GreyStone just like you. Daily operations are carried out by a well-trained group of dedicated employees.

Membership in GreyStone entitles you to many valuable benefits, including energy efficiency tools that will save you energy and money, discounts at local and national businesses through using your [Co-op Connections card](#), [GEMC Federal Credit Union](#) membership, and many more. We also offer home and business security through [EMC Security](#), a company we own jointly with two other cooperatives.

While our office hours are 8 a.m. – 5 p.m. Monday through Friday, we are here to serve you 24 hours a day. Contact us any time, by phone or by email, or enjoy the many features on our website, www.greystonepower.com. This handbook provides helpful information to you in getting the most from your membership. Visit it at any time to update yourself on the latest information about your cooperative. Please also feel free to contact us at 770-942-6576.

Sincerely,

A handwritten signature in black ink that reads "Gary". The signature is stylized and appears to be written in a cursive or semi-cursive font.

Gary A. Miller
President/CEO

GreyStone Power Directors



J. Calvin Earwood
Chairman of the
Board, District 1



John Walton
Vice Chairman
District 2



Charles E. Rutland
District 3



L. Burnell Redding
District 4



Jennifer DeNyse
Secretary-Treasurer
District 5



Maribeth Wansley
District 6



Milton Jones
District 7



Jim Johns
District 8



Ed Garrard
District 9

GreyStone Power doesn't make a profit, our members do.

You may already know that an EMC, an electric membership corporation like GreyStone, is a non-profit cooperative. But do you really know the difference between an EMC and an investor-owned power company? As an EMC, GreyStone can provide its members with reliable electric service at the lowest possible cost. You see, we don't make a profit—you do. But that's been the idea of the EMC since its inception in 1936.

As a member, not only do you get cash in your pocket, you get the power and the savings, too.

As a member of GreyStone, you and your immediate family receive benefits in many areas. For instance, if you join the GEMC Federal Credit Union you can get a free checking account and free ATM use, higher dividends on savings and lower rates on loans. As part of GreyStone's commitment to financial accountability, every year a portion of GreyStone's margins is returned to you in the form of a Capital Credits check—it's cash in your pocket. And you have a great opportunity to share in improving the environment through Green Power EMC. Through the co-op connections discount program, you can save money on thousands of services and products, including pharmaceuticals.

Take a few minutes to read this handbook. You'll see why GreyStone Power Corporation is worth owning.

History of GreyStone Power

In 1882, Thomas Edison built the first central station electric system in Manhattan. Soon afterward, investor-owned electric companies began providing electric service to cities. Yet, by 1935, only 10.9 percent of our farms had electricity. In fact, any rural people who didn't live close to existing power lines had to do without electricity.



President Roosevelt, 1935

In the mid 1920s, New York Governor Franklin D. Roosevelt, afflicted with polio, traveled to Warm Springs, Georgia, for treatment. There, he discovered that the charge for electric service to his cottage was 18 cents per kilowatt hour, almost four times the

amount he paid in New York. He began studying utility charges.

In 1935, as President, Roosevelt created the Rural Electrification Administration (REA). In '36, the Rural Electrification Act was passed into law, establishing REA as a lending agency to provide loans to organizations willing to extend electric service to rural areas. (In 1995, REA became RUS, Rural Utilities Service.)

In August of 1936, a group of local people met in Douglasville, formed the Farmers Electrical Association, and applied for an REA loan to build 83 miles of power lines. In 1937, its name was changed to Douglas County Electric Membership Corporation (EMC). When the first line was energized, members in Carroll, Cobb, Douglas and Paulding counties began a new era of life with electric energy at their fingertips.

Electricity was purchased wholesale from Georgia Power, but after several rate hikes in the early '70s, Douglas County EMC and other Georgia EMCs considered alternative suppliers. In 1973, authority was given to Georgia EMC for power supply planning and procurement. This action led to the formation of

Oglethorpe Power Corporation, the power supply cooperative from which 39 of the state's 42 EMCs received their wholesale power, including Douglas County EMC.

In 1988, Douglas County EMC's membership voted to change its name to GreyStone Power Corporation. Today GreyStone Power serves over 6,400 miles of power lines in eight counties west of metropolitan Atlanta.

How GreyStone Power operates

GreyStone Power is a non-profit electric membership cooperative incorporated under Georgia law. Every member has one vote in electing members to the Board of Directors and on issues voted upon at the Annual Meeting of Members. Bylaws adopted by the members set forth membership criteria, member rights and responsibilities, procedures for electing directors and how the non-profit character of the Cooperative is maintained.

GreyStone's territory is divided into nine geographical districts and each is represented on the Board of Directors by a Cooperative member residing in that district. Directors' terms of office are staggered to ensure that three positions are up for election annually. Those positions are filled by election at the Annual Meeting on the second Saturday in October, which GreyStone hosts. Food, games and rides for children, a health fair, and musical entertainment are provided. Members who qualify in accordance with the Bylaws can run for election. Primary functions of the Board are to establish the policies by which the Cooperative is operated and to oversee its financial condition.

Directors hire a President/CEO to carry out the daily operation of the Cooperative. GreyStone hires professional employees to design, construct and maintain the electrical facilities, as well as employees who are responsible for billing, accounting, record-keeping functions, and providing information and technical service to the members.

How to handle a power outage.

Although GreyStone Power takes every precaution to prevent electric service from being disrupted, it happens on occasion. We regret the inconvenience an outage causes and work to restore power as quickly as possible. Our linemen are on call 24 hours a day for just such emergencies. When an outage does occur we will be able to restore power with minimum delay if you follow the following procedures:

1. Check your fuse box or breaker panel. A blown fuse or tripped breaker is often the cause of a loss, or partial loss of electricity.
2. If your fuses or circuit breakers are fine, check with a neighbor to see if electricity is also off at that location.
3. Then, with your account number handy, call GreyStone's emergency number, 1-866-473-9786. If a major outage occurs and our phone lines are busy, you may leave your account number on our automatic system, which will immediately report the outage to our system control area.
4. When a representative answers your call, be prepared to report the name and address in which your account is listed, your account number, and your telephone number. All of these numbers can be found on your most recent bill.
5. If possible, describe the cause of the outage and its location, such as a tree across power lines at a specific site, a car struck a utility pole at the intersection of Road A and Road B, etc.
6. Remember, never go near a downed power line.

For quick reference in case your power goes off, please fill in the information below now:

MEMBER NO. _____

NAME OF ACCOUNT _____

ADDRESS OF ACCOUNT _____

PHONE NO. OF ACCOUNT _____

Paying your electric bill

Because the operation of our non-profit EMC depends primarily on payments received for the power we provide, our policy requires payment by the due date on the bill. Failure to pay on time can result in delaying the return of your member deposit, or termination of electric service. There are significant additional charges for reconnection.

The amount of each bill is based upon a meter reading except when obtaining a reading by a specified date is impossible. On these occasions, the bill amount will be estimated using comparable prior consumption. Any discrepancy will be corrected when the next reading is obtained.

Bills may be paid at GreyStone's Douglasville or Dallas offices, by using night depositories, mail, phone, credit card, GreyStone's website, E-check or bank draft.

Budget Billing

Bills can vary a great deal during the year, depending on air conditioning or heating usage. A Budget Billing Plan is available to residential members who wish to average their payments. Budget Billing provides a consistent monthly bill which is more manageable. Call 770-942-6576 for details. Or fill out the Budget Billing form and send it to Budget Billing, GreyStone Power Corporation, P.O. Box 897, Douglasville, GA 30133.

To be eligible, members must have 12 months' history at the current location. More than two late payments in 12 months disqualify a member from Budget Billing.

(If you're interested in [Budget Billing](#), or want to apply for a credit card or bank account debit, see form on [page 18](#).)

Rate 1, Schedule "RS" Residential Service

Applicable only for residential use and for use incidental thereto supplied through one meter to each individual dwelling unit occupied or used by the member.

MONTHLY ELECTRIC RATE

(Effective November 1, 2008)

WINTER PERIOD

Applicable to bills rendered **November** through **May**.

Service Charge	Units (kWh)	Electric Rate
\$11.75	First 650 kWh	\$ 0.0740
	Next 350 kWh	\$ 0.0720
	Over 1000 kWh	\$ 0.0637

SUMMER PERIOD

Applicable to bills rendered **June** through **October**.

Service Charge	Units (kWh)	Electric Rate
\$11.75	First 650 kWh	\$ 0.0740
	Next 350 kWh	\$ 0.0970
	Over 1000 kWh	\$ 0.1080

The above rates shall be increased or decreased subject to the provisions of the Corporation's Wholesale Power Cost Adjustment Schedule "PA - 10".

Taxes are separate from the rate. Georgia sales tax and franchise fees must be added where applicable.



Your Touchstone Energy® Cooperative 

P.O. BOX 897 / DOUGLASVILLE, GA 30133
770-942-6576 / FAX 770-489-0940

E-mail: memberservices@greystonepower.com
www.greystonepower.com

Giving back to our community

Sign up for Operation Round Up

In 1998 GreyStone announced Operation Round Up, a program where pennies a month can go a long way to provide assistance to people needing help in our service area. All you do is “round up” your GreyStone bill each month to the next dollar, and you’ll be contributing about \$6 a year that collectively can make a significant difference in our community. For example, if your bill is \$62.57, you’ll pay \$63, with 43 cents going directly into a special fund administered by the GreyStone Power Foundation, Inc., a non-profit organization.

You may also pledge larger amounts to be added to your monthly bill, or give donations in honor or in memory of someone.

Assistance requests by charitable organizations are evaluated and awarded by the Foundation’s Board of Directors, comprised of one volunteer from each of GreyStone’s nine districts. Individuals are not eligible.

To sign up, fill out the [Operation Round Up form](#) on [page 24](#) and send it with your bill payment, or mail it to Operation Round Up, GreyStone Power Corporation, P.O. Box 897, Douglasville, GA 30133. You may also call 770-370-2960 to sign up.



Food pantries for needy persons are just one of the organizations Operation Round Up funds.

Contributions are tax deductible.

Sign up for green electricity

One of GreyStone's guiding principles is responsible stewardship of all resources. Therefore, GreyStone Power has joined 37 other EMCs in Georgia to form Green Power EMC, a program certified by Green-e Energy. And we're offering an incredible opportunity to people who are looking for ways to contribute toward a healthier environment. We call it green electricity, and for good reason. It's electricity produced by renewable, environmentally friendly sources.

Members who choose to subscribe will be charged a minimal fee of \$5 per month for each 150 kWh block of green power (the green power charge is in addition to normal energy costs). To subscribe, see [Green Power form](#) in the back of this handbook. For commercial requirements, call 770-370-2296.



Sign up for the Sun Rays Power Program

GreyStone is providing another way to help members harness the power of renewables – by heating their water through the Sun Rays Power Program. Today's solar thermal systems use the most efficient techniques for capturing the sun's heat with modern plumbing systems to produce inexpensive hot water, reducing the need for gas or electricity.

Sun Ray Power can provide up to 70 to 80 percent of annual hot water needs at a small fraction of the current cost of heating your water, regardless of the current source, gas or electric. For more details on the program, rebates, and tax credits, call 770-370-2252.

Want to learn about another way to harness solar power? Find out how you can save on the installation of a photovoltaic system for your home by calling 770-370-2296.



Energy and money savers

GreyStone Power is always looking for ways to save its members electrical energy and money.

Together We Save

We'll provide the energy-saving tips, and if you'll use them, you can save energy and money. That's what the "Together We Save" effort is all about. Whether it's unplugging unused appliances or caulking windows and doors, energy-efficiency measures are often simple and can add up to big savings on your electric bill.

You'll find many energy-efficiency tips at www.TogetherWeSave.com. In addition to suggested actions you can take to reduce energy use, the website demonstrates how much money can be saved by making changes.

The site features more than a dozen interactive features and also contains a new Web-TV portal. There, you may find energy-efficiency videos, as well as a virtual home tour that shows simple ways to make smart home adjustments. During the home tour, a built-in calculator adds up the savings gained by each action. By working together, we can all save.

EMC Security

We offer a state-of-the-art security program that includes installation (hard-wired or wireless systems), or transferring of existing monitoring service to EMC Security and its low local monitoring fee of \$16.95 a month (which is conveniently added to your electric bill). Consultation and professional designs are available at no charge to help you with your specific security needs for home or business. You can choose



emcsecurity.com

(To request an estimate or information, see [EMC Security form](#) on [page 23](#).)

from a wide selection of systems that you purchase and own. The company also offers state-of-the-art home and business entertainment and technology systems. Financing is available through GreyStone or through GEMC Federal Credit Union. For more information, call 770-370-2030 or 770-963-0305. Also available to non-members.

Co-op Connections

One of the perks of being served by a cooperative is the Co-op Connections discount card.

Several hundred local and national businesses provide free and reduced goods and services to cardholders. Look for Co-op Connections stickers in windows at local businesses and present your card to receive valuable offers.



Perhaps the greatest benefit has been through saving money on prescriptions. Members of GreyStone Power have save more than \$500,000 in prescription benefits alone.

For a complete list of local and national discounts, visit www.connections.coop/greystonepower. To compare prescription prices, log onto www.rxpricequotes.com. You can find participating locations by visiting www.locateproviders.com.

All new members are mailed a card. If your business wishes to participate in the program, please call 770-370-2436. To request a card online, [click here](#).

Gas South

Gas South has partnered with GreyStone Power to save their members money! Gas South is pleased to offer GreyStone Power members a two-cent discount off all our standard residential rate plans. It's a savings that can really add up!

Gas South makes switching easy! You do not need to contact your current natural gas provider and your service will not be interrupted. Switch today by going to www.gas-south.com/emc or call 1-866-563-8129. **Be sure to use promo code 510 to get your discount.**



SurgeMaster Plus

GreyStone's SurgeMaster Plus protects electrical products in your home, including your television, VCR, computer, stereo, CATV/satellite and home entertainment systems, answering machine and telephone against surges of high voltage electricity that can cause harm to electrical, electromechanical and electronic equipment. While the most recognized cause for a power surge is lightning, it is by no means the major cause. They may also be caused by birds, animals and trees interfering with power lines, auto accidents involving utility poles, neighbors using major power equipment, faulty home wiring and many other factors.

Resist the surge! Sign up for the SurgeMaster Plus program today for only \$9.99 per month and a \$60 installation fee. For information, call 770-370-2070.



(To order, see [SurgeMaster Plus form](#) on [page 25](#).)

Financial Services

As a member of GreyStone Power, you and your immediate family have a wide array of competitive financial services available to you by joining [GEMC Federal Credit Union](#), located at both of GreyStone's offices. As a GEMC Federal Credit Union member, you enjoy benefits in many areas. For example, you can get free checking and ATM use, higher dividends on savings, lower rates on car or home loans, online banking and a car-buying service. Whatever your needs, we're ready to assist you with personalized service. For more information, call us in Douglasville at 770-949-3557. In Dallas, 770-445-2800.



gemc.org

(See [GEMC form](#) on [page 21](#).)

Things you need to know

As a GreyStone member-owner, you receive a newsletter to keep you informed with updates on the Cooperative's programs, policies, rates, efficient use of electricity and ways to save on your electric bill. Our website, www.greystonepower.com, is also a quick, user-friendly way to get the latest news about your Cooperative, sign up for other programs or services, find out about local events on Town Square, or pay your bill.

Annual Meeting

Every year, GreyStone's Annual Meeting is held on the second Saturday of October. At the meeting, you'll have an opportunity to air your views, ask questions and hear the director election results. Fiscal year operation and finance reports are given. Food, musical entertainment, and children's rides and games are provided.

Granting right-of-way easements

Members granting GreyStone's request for right-of-way so service may be provided is a procedure that has been practiced since the rural electrification program began. For more information on this subject, refer to Article 1, Section 9 of the Bylaws.

Over time, the growth of trees and underbrush along the right-of-way obstructs power lines. Limbs and branches are trimmed because they break during storms and cause outages. Underbrush can interfere with repair and maintenance of lines and must also be trimmed. It takes years to trim GreyStone's 6,400 + miles of power lines. So crews always do a thorough job. Well maintained right-of-way reduces the number of outages and their severity. Please cooperate with our crews as they seek to perform their jobs. It's for your benefit.

How rates are set

Upon advice of the President/CEO and qualified consultants, the Board of Directors sets rates for the sale of electricity at a level that ensures all administrative and power expenses are covered, as well as

interest on RUS and Cooperative Finance Corporation (CFC) loans, for adequate net margins to repay principal on loans and to establish a reserve against emergencies. Rates are subject to RUS review.

Capital Credits

At fiscal year end, net margins remaining after reasonable reserves are allocated on GreyStone's books are set aside to a credit account for each member. The funds credited are called "Capital Credits" and, over a period of years, these equity funds take the place of borrowed capital. Capital Credits are allocated in proportion to the amount of electricity purchased and represent a member's share of equity in ownership of GreyStone Power. As the financial position of the Cooperative permits, these credits are refunded to members annually (in the fall), subject to regulation by the terms of mortgages held by RUS and CFC. Upon death of a GreyStone member, Capital Credits will be paid to the deceased's estate upon request. Call 770-370-2825.

Capital Credit checks are mailed to the member or former member's last known address. Please keep us informed of your address even if you move to an area not served by GreyStone so that we may forward these checks to you.

Meter reading policy

As a member, you've agreed to allow us access to your property at reasonable times. To record your home or business consumption of electricity, meters on your property must be read. GreyStone contracts with Tru-Check meter reading service, but meter reading will soon be automatically sent to Greystone by smart meters.

If the meter at your home is not accessible due to shrubbery, a locked gate, a guard dog, etc., you will be asked to remedy the problem. If you can't give us a gate key, we'll supply a calendar showing our scheduled reading days so you know when to leave your gate unlocked. Also, aggressive dogs must be restrained when meters are read in your area.

It is illegal and a risk of life and limb to cut or break a meter's seal. Anyone using power not properly registered on a meter is financially responsible and subject to criminal prosecution.

Contacting your electric cooperative

Office locations

GreyStone Power has two office locations for your convenience. In addition to our main office at 4040 Bankhead Highway in Douglasville, we have a full-service district office at 120 GreyStone Power Boulevard in Dallas. Our crews are on call 24/7, including holidays, to ensure prompt response if a problem should occur.

Office hours

Our office hours are from 8 a.m. until 5 p.m., Monday through Friday. However, you can reach our customer service center at any time by calling 770-942-6576. If you need to pay your bill after the office is closed, you may pay online or drop your payment in one of the depositories located at our offices. For more information, go to, www.greystonepower.com.

Important phone numbers:

Administration	770-942-6576
Apply for Service	770-942-6576
Billing	770-942-6576
Commercial/Industrial	770-370-2037 770-370-2292 770-370-2296
Co-op Connections Discounts	770-370-2436
Cooperative Healthy Savings	770-370-2436
EMC Security	770-370-2030
Emergency or Outages	1-866-473-9786
Fax numbers Douglasville	770-489-0940
Paulding	770-445-8550
Fleet Services	770-370-2077
Gas South	1-866-563-8129
GEMC Federal Credit Union	770-949-3557 770-445-2800
Green Power	770-942-6576
Operation Round Up (Sign up)	770-370-2960
Paulding District Office	770-942-6576
Rebates	770-370-2070
SurgeMaster Plus	770-370-2070
Town Square Event Posting	770-370-2600
GreyStone VISA Card	770-949-3557 770-445-2800

Application for Membership. Benefits start from day one.

Since 1936, our goal has been to provide you with reliable electric service at the lowest cost.

A move to a new location usually presents many additional decisions. GreyStone can help. I welcome you as a new member-owner and invite you and your family to take advantage of our services and products.

For more information, or if I may assist you in any way, feel free to call 770-942-6576.

Please complete, sign and return this Application for Membership form. In order to process your application for service, we must receive this form from you within fifteen (15) days.

The Conditional Assignment of Funds and Data Information form is optional.

If you need more information on any of our services and products on the following list, please check them:

- | | |
|--|--|
| <input type="checkbox"/> Co-op Connections Discounts | <input type="checkbox"/> GreyStone Fleet Services |
| <input type="checkbox"/> Cooperative Healthy Savings | <input type="checkbox"/> GreyStone Security Operation Round Up |
| <input type="checkbox"/> Gas South | <input type="checkbox"/> SurgeMaster Plus (Surge Protection) |
| <input type="checkbox"/> GEMC Federal Credit Union | <input type="checkbox"/> Thermal Imaging Energy Audit |
| <input type="checkbox"/> Green Power EMC | |

Phone No. Home (plus area code) Work (plus area code)

Best time to call Person to call

E-mail address

Application for Membership & Electric Service



Your Touchstone Energy® Cooperative

PO. Box 897, Douglasville, GA 30133

Please Print

Name Last First Middle

Service Address

City State Zip

Mailing Address (If different from service address)

Address

City State Zip

Driver's License No.

Driver's License State of Issue Expires Mo/Year

Social Security No. DOB Mo/Day/Year

Phone No. Home (plus area code) Work (plus area code)

Employer

Employer Phone No.

Type of Heat: Electric Gas Other

Name of present power supplier

Name

City State

Signature of Applicant

MEMBER NUMBER	MEMBERSHIP FEE	MEMBER DEPOSIT	DATE

Name of Spouse Roommate(s) living in household

Name(s)

Social Security No.

Employer

Employer Phone No. (plus area code)

Rent Own

If renting: Landlord's Name

Landlord's Phone No. (plus area code)

Landlord's Address

City State Zip

Name of nearest relative not living in household

Relation Phone No.

Address

City State Zip

Please complete, sign, and return this application to P.O. Box 897, Douglasville, GA 30133, or fax to 770-489-0940. To sign up online, please click here.

Date Signed

**Please read member conditions
before signing the application**

The information and statements in this application are true and complete and are made for the purpose of having GreyStone Power Corporation supply electrical service to the location or locations requested. GreyStone Power Corporation is hereby authorized to verify any information necessary, from any source, including credit rating agencies.

The undersigned (hereinafter called the Applicant) applies for membership in and agrees to purchase electric energy from GreyStone Power Corporation, (hereinafter called the Cooperative). The Applicant, in making this application, agrees to be bound by and to comply with all of the other provisions of the Cooperative's certificate of incorporation and bylaws, and all rules, regulations and policies as the same now exist or hereafter are adopted or amended. (Copies of all the foregoing, which are on-line in the Cooperative's principal office at Douglasville, have been furnished to Applicant or made available to Applicant, and the same are incorporated into this application to the same effect as though fully set forth herein, including, but not limited to, the following):

1. CONTRACT FOR ELECTRIC SERVICE—The acceptance of this application shall constitute a contract for electric service between applicant and cooperative which shall continue in force until canceled by either party to the other and shall constitute an acceptance of applicant to membership in the Cooperative with such rights and liabilities as are specified in the Cooperative Bylaws provided that said membership shall terminate when Applicant ceases to purchase electric energy from the Cooperative or pursuant to the Cooperative's Bylaws or policies. Applicant by becoming a member assumes no personal liability or responsibility for any debts or liabilities of the Cooperative.

2. DEPOSIT—After 18 consecutive bill payments received and posted prior to the due date, any residential deposit will be applied as a credit on the 19th month billing statement. Applicant agrees to deposit with the Cooperative such consumer's deposit as may be required by the Cooperative's rules and regulations, which deposit shall be non-interest bearing and any portion of which is not applied to payment of bills due the Cooperative shall be refunded to Applicant in accordance with those same rules and regulations.

3. ENERGY PURCHASES—All electric energy used on the premises shall be purchased from this Cooperative

and will be paid for monthly, at rates to be determined in accordance with the Cooperative's Bylaws, with such other fees, contributions, late charges or deposits as may be required by the Cooperative's rules and regulations.

4. EASEMENTS—Each applicant, upon being requested so to do by the Cooperative, shall provide and deliver to the Cooperative grants of easement or right-of-way over, on, or under such land owned or leased by the Applicant and in accordance with such reasonable terms and conditions as the Cooperative shall require for the furnishing of electric service to him or other Applicants or for the construction, operation, maintenance or relocation of the Cooperative's electric facilities.

5. RIGHT OF ACCESS—All service lines supplying the Applicant with electric energy and all meters, switches and other equipment constructed or installed by the Cooperative or its agents over, on, or under said premises, shall at all times be the sole property of the Cooperative which shall have the right of access to the said premises at all reasonable times for the purpose of reading meters, right-of-way maintenance, testing, inspecting, repairing, removing, maintaining, or exchanging any or all equipment and facilities.

6. INTERRUPTION OF SERVICE—Although the Cooperative shall use its best efforts to furnish its members with adequate and dependable electric service, it cannot and therefore does not guarantee a continuous and uninterrupted supply thereof. All three-phase motors shall have overload devices on each of the three-phase wires to insure proper protection for the motor.

7. EQUIPMENT DAMAGES, TAMPERING OR BYPASSING—In the event any Cooperative facilities or equipment located on property owned by or leased in their operation is by-passed or damaged, the undersigned understands that such activity is subject to penalties provided for under the Cooperative's Bylaws and the laws of the State of Georgia, including, but not limited to the Cooperative's cost of investigation, repairing, replacing, or relocating any such facilities and its loss, in any, of revenues from the failure or defective functioning of its metering equipment.

8. WIRING OF PREMISES—Applicant shall cause all premises receiving electric service pursuant to membership to become and to remain wired in accordance with the specifications of the National Electric Code, any applicable state code or local government ordinances, and of the Cooperative.

**Click on the services
and products below
to find out more
and to sign up for any
of these convenient
GreyStone Power
offerings.**

[Budget Billing Plan](#)

[Co-op Connections Cards](#)

[Cooperative Healthy Savings](#)

[Debit Bank Account](#)

[Debit Credit Cards](#)

[Gas South](#)

[GEMC Federal Credit Union](#)

[Green Power EMC](#)

[EMC Security](#)

[Operation Round Up](#)

[SurgeMaster Plus](#)

[Our Energy, Our Future](#)

Budget Billing Plan

As you are well aware, electricity bills can vary a great deal during the year, depending on air conditioning or heating usage. Our Budget Billing Plan is available to residential members who wish to average their payments.

The Plan provides consistent monthly bills that are more manageable.



I'd like the Average Billing Plan. I have had the required 12 months of service and I know that I must keep my electric bill current to be on this plan. Two or more late payments will disqualify my account.

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____
Home (plus area code) Work (plus area code)

Electric Account No. _____

Signature _____

Taxes are separate from the rate. Georgia sales tax and franchise fees must be added where applicable.

*Send to GreyStone Power,
P.O. Box 897, Douglasville, GA 30133,
or fax to 770-489-0940.*

Authorization to Debit Bank Account

To: GreyStone Power Corporation Date: _____

As a convenience to me, this is my authorization to GreyStone Power Corporation to initiate debit entries upon my bank account payable to GreyStone Power Corporation for itself in payment of any bills for electric service I may incur as a member of GreyStone Power. I agree that any such debit presented by GreyStone Power which is dishonored by the bank for insufficient funds or due to a closed account will bear the same consequences as though it were a personal check made, drawn and presented by me in payment of the bill for electric service. This authorization may be terminated at any time either by me or GreyStone Power for any reason, with or without cause, upon written notice to the other.

Witness

Please print full name of member

Bank Account No.

Signature of member

GreyStone Account No(s).

Phone No. Home (plus area code)

Work (plus area code)

PLEASE ATTACH VOID PERSONAL CHECK

To sign up online, [click here](#).

Return to Member Services,
GreyStone Power Corporation
P.O. Box 897, Douglasville, GA 30133
or fax to 770-489-0940.

Join GEMC Federal Credit Union today and enjoy many financial services immediately.

As a member of GreyStone Power, you and your family are eligible to become members of GEMC Federal Credit Union. As soon as you join, a wide range of competitive financial services is available to you and your family. These services include free checking accounts, a car-buying service, competitive car loans, savings dividends, mortgages, free ATM use and internet account access.

For more information call us in Douglasville at 770-949-3557. In Dallas, 770-445-2800.



New GEMC Federal Credit Union members getting information on our many competitive financial services.

(To become a member, fill out the form below.)

Yes, I want to become a Credit Union member so I can enjoy great financial services. Please contact me.

Name _____

Phone _____
Home (plus area code) Work (plus area code)

Mailing Address _____

City _____ State _____ Zip _____

E-Mail Address _____

Return to GEMC Federal Credit Union, 4040 Bankhead Hwy., Douglasville, GA 30134, or call a credit union representative at the telephone numbers above.

Visit www.gemc.org.

Help to brighten the environment and your home by joining Green Power EMC.

GreyStone Power and 37 other Georgia EMCs have formed Green Power EMC. The program, according to EPA, will have the same environmental benefits as planting 156,000 acres of forest, displacing the use of 312,000 tons of coal annually, or taking 114,000 cars off the road.



Yes, I would like to take this incredible opportunity to support the Green Power EMC program and do my share in helping to brighten up the environment as well as my home.

Please sign me up for ___ 150-kWh blocks @ \$5 per block. For commercial requirements, call 770-370-2296.

Name _____

Electric Account No. _____

City _____ State _____ Zip _____

Member
Signature _____

To sign up online, [click here](#).

Send to GreyStone Power Corporation,
P.O. Box 897, Douglasville, GA 30133,
or fax to 770-489-0940.

I got peace of mind from EMC Security.



- Free, no-pressure estimates
- Low monitoring rates of \$16.95 per month
- Payments conveniently added to your electric bill
- New systems available for little or no money down with approved credit. Entertainment technology systems also available.
- Conversions for a nominal fee dependent upon equipment brand
- GreyStone or GEMC Federal Credit Union financing available with approved credit

*(For more information, call 770-370-2030
or visit www.emcsecurity.com.)*

Yes, I'm interested in the peace of mind that comes from installing an EMC Security system. Please call me for a free, no-pressure estimate.

Name _____

Phone _____
Home (plus area code) Work (plus area code)

Mailing Address _____

City _____ State _____ Zip _____

E-Mail Address _____

*Mail to EMC Security,
55 Satellite Blvd NW, Suwanee, GA 30024,
or fax to 770-963-1952.*

Giving back to our community with Operation Round Up

In 1998 GreyStone announced Operation Round Up, a program where pennies a month can go a long way to provide assistance to people needing help in our service area.

(For more information on Operation Round Up, see page 9 of your member handbook.)



To help meet needs in my community, I agree to “Round Up” my GreyStone bill to the next dollar.

Name _____

Electric Account No. _____

City _____ State _____ Zip _____

Member
Signature _____

I also wish to give an additional \$ _____ each month for this worthy cause.

Enclosed is \$ _____ in memory of (or)

in honor of _____
Name

To sign up online, [click here](#).

Please write checks to Operation Round Up and mail to Operation Round Up, GreyStone Power Corporation, P.O. Box 897, Douglasville, GA 30133.

SurgeMaster Plus

GreyStone's SurgeMaster Plus program protects your home's expensive electronics and other appliances for only \$9.99 per month and a low \$60 installation fee. SurgeMaster Plus offers 'Three Point' surge protection. With our professional installation of SurgeMaster Plus equipment, not only will we provide protection at your meter but we will also provide surge protectors at your phone connection and cable or satellite TV connection.

We provide this protection and peace of mind through what we believe are the best products on the market, TESCO. Equipment and appliances protected by SurgeMaster Plus devices are insured for damages resulting from electrical surges, both external and internal, should a TESCO device receive a surge and fail to protect your equipment.



*(For more information, call 770-370-2070,
or visit www.greystonepower.com.)*

*To sign up for our SurgeMaster Plus Program,
fill in this coupon and send it to us.*

Yes, I wish to join GreyStone Power's
SurgeMaster Plus Program

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

Home (plus area code)

Work (plus area code)

To sign up online, [click here](#).

*Mail to GreyStone Power,
P.O. Box 897, Douglasville, GA 3013,
or fax to 770-489-0940.*

How do we rate with you?

1. When you applied for cooperative membership and requested service how were you treated?

Very courteously Indifferent
 Courteously Not courteously

2. Do you feel that everything was clearly explained to you? Yes No

3. Were all your questions answered? Yes No

4. Was your electric service turned on in a timely manner? Earlier than expected
 Right on time Later than expected

5. Was membership in an electric cooperative explained to you? Yes No

6. In your contact with GreyStone Power was there anything you did not like? _____

7. Anything you especially liked? _____

8. Overall, how would you rate your first experience with GreyStone Power Corporation?

Very good Not too bad
 Pretty good Very bad

9. Would you like a GreyStone representative to contact you about any of our energy programs or products? (See *Energy and money Savers*) Yes No

Name _____

Phone No. _____
(plus area code)

10. Which GreyStone Power office did you contact for service? Dallas Douglasville

*Thank you for answering this survey.
Please return with your bill payment or separately
to Member Services, GreyStone Power Corporation,
P.O. Box 897, Douglasville, GA 30133.
You may also fax to 770-489-0940.*