



Touchstone Energy®

Aiken Electric Cooperative is a Touchstone Energy Cooperative, committed to delivering you the Touchstone Energy Values of accountability, integrity, innovation and commitment to community that you expect.

This institution is an equal opportunity provider and employer.

LIGHTS OUT?

Call or text "OUT" to 1-877-264-5368



Our state-of-the-art outage management system lets members immediately report power outages. When you call, your phone number on record will be matched to your name and address to ensure prompt response and service.

Message & data rates may apply. Review AEC Interactive Texting Privacy Policy and Terms and Conditions at aikenco-op.org.

In case of a power outage, text or call Aiken Electric Cooperative at
1-877-264-5368

Present this card at participating businesses to receive discounts.
www.aikenco-op.org

HumanaDental
ACCESS

For providers or questions
call **800-800-7616**
or visit **HealthySavings.coop**.



Group #2203SC12
Member# 142407524
Bin# 610182 PCN# NB



Pharmacist Help Desk: 877-448-6182

This is NOT insurance

LOOK INSIDE for your special
benefits of being a member
of Aiken Electric Cooperative.

Revised January 2025



Aiken Electric
Cooperative, Inc.

P.O. Box 417 • 2790 Wagener Road
Aiken, South Carolina, 29802-0417



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WELCOME TO THE CO-OP



DISCOVER THE VALUE OF CO-OP MEMBERSHIP!

Aiken Electric Cooperative, your energy provider, offers a wide variety of programs and services designed to enhance the quality of life our member-owners enjoy. We're constantly refining these programs -- and developing new ones -- just another way we're always looking out for you.



Convenient Bill Payment

Bank Draft - Your checking or savings account will automatically be drafted each month for the amount of your electric bill.

PayByNet - Pay your bill online, any time, using your credit card or checking account info, draft options or auto pay; set up account alerts and reminders; review your billing, payment and usage history.

IVR (Interactive Voice Response) - Pay over the phone by calling (803) 649-6245. Data rates may apply.

Text "PAY" to 352-667 - Message & data rates may apply. Review AEC Interactive Texting Privacy Policy and Terms and Conditions at aikenco-op.org. Payment profile must be set up before using this option.

Go Green, Save Green - Receive a \$2 bill credit for 12 months when you use both E-billing and Bank Draft to pay your electric bill. You'll receive a link to access your bill in an e-mail each month instead of receiving a paper bill.

Auto Pay - One time set up that allows you to automatically charge payment to a credit card account or subtract from your checking or savings account on the same day every month or on your due date.

Credit Card Draft - Automatically charge your bill to your credit card.

Levelized Billing - Available to qualified residential members who wish to be able to budget in advance for their utility bills. Levelized billing uses a rolling average of your electric bill for the most recent 12 months.

Advance Pay - A pay-as-you-go plan that allows you to keep a positive balance by making payments as needed. No deposit required. Instead of receiving a paper bill each month, usage is calculated daily.

Senior U Select® - A program that allows qualifying co-op members on Social Security and/or disability to pay their bill on the 8th or the 22nd of each month.

Remote Pay Stations & Kiosks - Pay your bill at any AEC remote pay station, or at any of our 24-hr kiosk machines that are located at our Aiken, Edgefield, and North offices.

Third-Party Notification - A free service that allows a designated third party to be notified should a loved one's electric bill become past due or be subject to disconnection.

Mobile App - Access account information and make payments on your phone.

CheckOut - A new and convenient way to pay your AEC bill while checking out at participating retailers near you. Qualifying locations include Dollar General, Family Dollar and CVS Pharmacy. This service only accepts cash payments.



CarolinaConnect

Aiken Electric has partnered with CarolinaConnect, a fiber-optic internet service provider, to deliver lightning-fast, reliable, more affordable internet service to our members in unserved and underserved areas. CarolinaConnect also offers a low-cost wireless plan on America's most reliable network. Sign up to learn more at carolinaconnect.com.



Scholarships

Aiken Electric gives several college scholarships annually, including a \$2,000 Trustee Scholarship and two \$1,000 Touchstone Energy awards: one for a student enrolling in a four-year college and one for a student enrolling in a two-year technical school.



SmartThermostat

Receive an ecobee SmartThermostat for free or enroll an eligible Smart Thermostat device and get \$50 incentive, including installation! Then, enjoy the convenience and control of adjusting your home's temperature from anywhere, anytime. To help save on your heating and cooling costs, program the thermostat to automatically adjust when you're not home. The thermostat also adjusts a few degrees during "peak" periods. That helps hold down power costs for all our members.



H2O Select® PLUS2

H2O Select® PLUS2 is a residential water heater and timer incentive program. You can choose a FREE, new high-efficiency electric water heater AND cash incentives! A 10-year worry-free maintenance warranty is also available.



Capital Credits

Capital Credits are the only form of equity a consumer-owned utility has. Each year, all revenue over and above expenses is assigned by the Cooperative to each member's Capital Credits account. The amount of your Capital Credits is determined by your yearly payments for electricity.



Help My House!

Improve your home's energy efficiency with this energy efficiency audit and zero-down, low-interest loan program. If your home qualifies, we'll perform an audit on your home and identify energy improvement measures that can save energy. You can finance your improvements by including the monthly loan payments on your power bill.



Women Involved in Rural Electrification (WIRE)

W.I.R.E. is a community service organization represented in electric cooperatives statewide. It was created with the purpose to improve the lives of those in the rural communities. Members of the organization partner with local non-profits to help support shelters, children's homes and much more.



Key Accounts

We work closely with our commercial and industrial members, tailoring programs which address safety, energy efficiency and other electrical issues to meet their specific needs.



Beat the Peak

Become informed of how electricity usage varies during the day and across the seasons of the year. By signing up, you will receive a notification (via text, email and/or voice messages) at times when you can help reduce electricity use, that is, when you can beat the peak need for electricity.



Youth Leadership Trips

Every year, Aiken Electric sponsors local high school students for the Washington Youth Tour, an all-expense paid, week-long trip to our nation's capital where they see our government in action, experience the history of our nation and learn more about electric cooperatives. We also sponsor high school students for the Cooperative Youth Summit, an exploration of our state's capital and its historic city.



Operation Round Up®

By rounding up your monthly electric bill, on average \$6 a year, Aiken Electric's voluntary giving program allows each member-owner to help make a difference for those in our communities who need it most.



811 Call Before You Dig

Before you begin a project, such as installing a new fence or planting shrubbery or trees, take into account that underground electric service or other utility lines may be present. Call 811 before you dig and find where any underground lines may be located on your property, free of charge!



Economic Development

Through the Rural Development Act passed by the SC Legislature in 1996, Aiken Electric assists economic development efforts in our region.

Mission Statement

The mission of Aiken Electric Cooperative, Inc. is to empower communities by providing reliable, competitively priced energy and other services desired by our membership.

Offices (Open Monday-Friday from 8 A.M - 5 P.M.)

- **AIKEN**
2790 Wagener Road
P.O. Box 417
Aiken, SC 29802
Phone: (803) 649-6245 or (800) 922-1262
- **EDGEFIELD**
1195 Bauskett Street
P.O. Box 583
Edgefield, SC 29824
Phone: (803) 637-3189 or (800) 290-0413
- **NORTH**
8381 North Road, P.O. Box 520
North, SC 29112
Phone: (803) 247-2121 or (800) 453-1934
- **NEW ELLENTON**
315 Main Street
New Ellenton, SC 29809
Phone: (803) 652-2226

This is your Co-op Connections® card. Use it every day!

- It's FREE to all Aiken Electric Co-op members.
- Look for businesses and pharmacies displaying the Co-op Connections sticker. For a list of participating businesses, pharmacies and other health care providers, visit www.aikenco-op.org.
- This card gives Co-op members 10 - 60% discounts on many prescription drugs as well as all kinds of discounts at participating businesses, pharmacies and other health care providers. Find all discounts at www.aikenco-op.org.
- Use the "Cash Back Mall" portal for online shopping at more than 5,000 leading merchants and earn cash back on your purchases. Download the free Shopping Assistant and get started.
- Punch out the card below and start saving today.



For more information about your card, visit www.aikenco-op.org.