

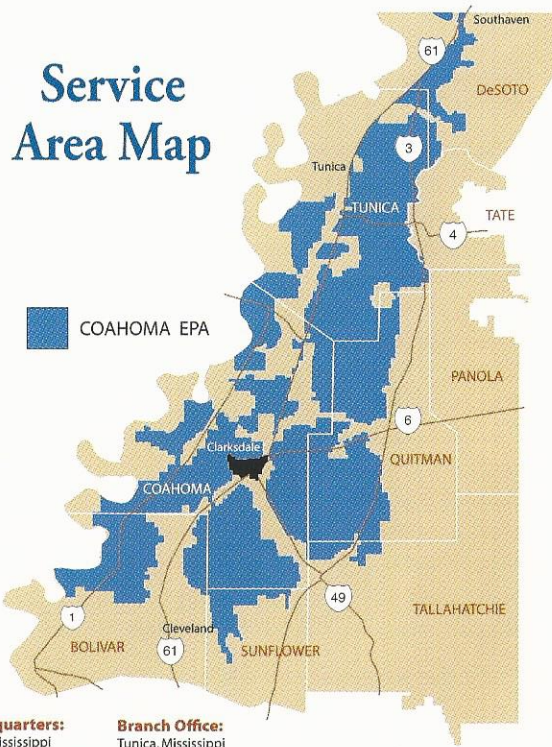
## How to contact us

**Lyon office:** (662) 624-8321  
**After hours:** (662) 902-7551 or  
(662) 902-7552

**Tunica office:** (662) 363-2931  
**After hours:** (662) 363-5202 or  
(662) 363-5203

Please call the appropriate office based on your location within the service area.

This will help to get your power restored in a shorter period of time.



## Statement of Nondiscrimination

Coahoma Electric Power Association is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of the organization's programs or activities.

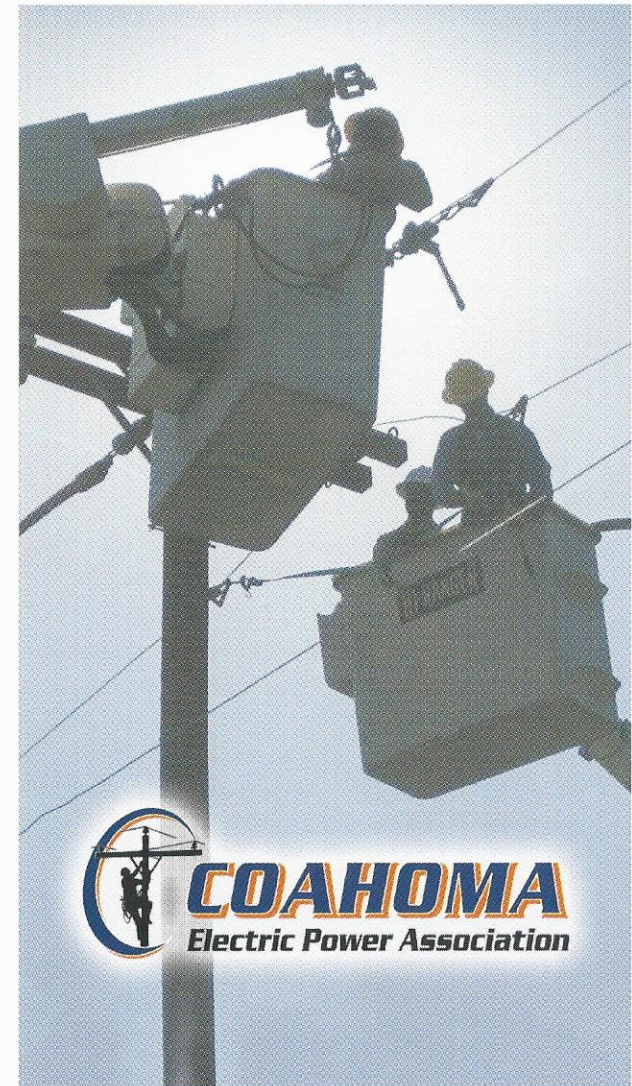
The person responsible for coordinating this organization's nondiscrimination compliance efforts is the General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Administrator, Rural Utilities Service, Stop 1510, 1400 Independence Avenue, SW, Washington, DC, 20250-1510; or the Director, Office of Civil Rights, Room 326-W Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410; or call (202) 720-5964 (Voice or TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## Coahoma Electric Power Association

P.O. Box 188 • 340 Hopson Street  
Lyon, MS 38645  
Phone: (662) 624-8321 • Fax: (662) 624-8327  
Email: [cepa@coahomaepa.com](mailto:cepa@coahomaepa.com)

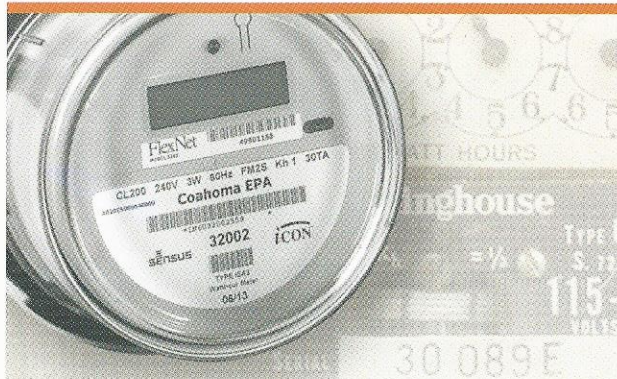
## Member Services

### Information



**"Owned by those we serve"**





## Historically speaking

Coahoma Electric Power Association was formed and chartered in 1937 by local citizens who wished to make electricity available for the rural areas of DeSoto, Tunica, Coahoma, Quitman, Bolivar, Sunflower, and Tallahatchie counties.

This opportunity was a result of the Rural Electrification Administration being formed in 1935 as part of the New Deal plan outlined by President Franklin D. Roosevelt.

Since its beginning, Coahoma Electric has worked to provide low-cost electricity to its consumers throughout northern Mississippi. Today, Coahoma Electric continues to provide low-cost electricity with a strong commitment to high-quality service for all its consumers.

Coahoma Electric is an electric cooperative governed by a board of directors elected by the cooperative's members. An annual membership meeting is held each year on the second Thursday of February. Information regarding the annual meeting is mailed to each member prior to the meeting date.

A current listing of the board of directors and the bylaws of Coahoma Electric Power Association can be obtained by contacting either the Lyon office or the Tunica office.

# Coahoma Electric policies and charges

## ■ Membership fee

A membership fee of \$20 is required to become a member of and receive service from Coahoma Electric Power Association. All applicants for membership must be approved by the board of directors. The membership fee is refundable to the member upon termination of service and payment of all final charges.

## ■ Security deposit

Each service may require a security deposit in addition to the membership fee. The amount of the deposit required in each case will be determined by the association and kept within the guidelines set forth by the Mississippi Public Service Commission. Deposits are refundable, with interest, upon termination of service and the payment of all final charges.

## ■ Billing/payment dates

Electric service is billed monthly on or about the last working day of each month. Your bill will show a net and a gross billing. Net amounts are five percent less than the gross and are accepted with payments made by the 10th of the month. Payments received in our offices after the 10th should reflect the gross amount.

Any account not paid by the 15th will receive a disconnect notice and will be disconnected for non-payment on the date noted on the "Late Notice" (around the 20th of the month). Reconnect charges will apply and must be paid in order to restore electricity to that location.

## ■ Payment methods

Members may make payments on their account with cash, check, money order, bank draft, or at the Payment Kiosk in our lobby at the Lyon and Tunica offices. Payments are also accepted at First Security Bank in Marks. Payments at this collection site must be made

prior to the 10th of the month.

Bank draft can be set up by contacting the offices of Coahoma Electric and completing the proper paperwork. Drafts are processed on or about the 10th of each month on a consumer's net billing.

Online payments can be made at our website, [www.coahomaeapa.com](http://www.coahomaeapa.com). To set up your account for online payments, we will need your email address and your current telephone number. You can call our office for more details.

## Service charges

- Initial meter set at one or more locations:  
Regular hours.....**no charge** After hours.....**\$60**
- Meter disconnects.....**no charge**
- Reset meter for the same member for the same location:  
Regular hours.....**\$35** After hours.....**\$60**
- Setting meters at installations operated on a seasonal basis as specified in a contract or applicable rate schedule:  
First set during calendar year .....**no charge**  
Each set in excess of one per calendar year .....**\$35**  
Set after hours.....**\$60**
- Name change only.....**no charge**
- Moving meter from one location to another:  
Regular hours.....**\$35** After hours.....**\$60**
- Meter disconnected for non-payment:  
Regular hours.....**\$35** After hours.....**\$60**

### No reconnects on delinquent accounts after 7:00 p.m.

- Dispatching a serviceman to a member's premises where trouble is deemed to be on the consumer's equipment:  
Regular hours.....**\$35** After hours.....**\$60**

### Regular hours

7:30 a.m. to 4:30 p.m.

Monday through Friday except on holidays.