



# UCEMC CARES MOST OFTEN ASKED QUESTIONS AND ANSWERS

## 1. What is UCEMC Cares?

- *UCEMC Cares is a voluntary program that operates much like your electric cooperative, having concern for UCEMC's communities, while focusing on its members' needs by working for the development of its communities. UCEMC Cares, Inc. is a state chartered, nonprofit corporation separate from Upper Cumberland Electric Membership Corporation (UCEMC).*
- *UCEMC will round up the bills of members to the next highest dollar (a 93.75 bill becomes \$94.00) and this extra change will be used by UCEMC Cares, Inc. to assist qualified organizations and causes. The funds raised from the UCEMC Cares program will have a long-lasting, positive impact in our communities.*

*The following paragraph is an excerpt from the bylaws of UCEMC Cares, Inc. ARTICLE 2: PURPOSE OF ORGANIZATION*

- *The purpose of the FUND shall be the accumulation and disbursement of funds to improve the quality of life in the service area of Upper Cumberland Electric Membership Corporation (UCEMC).*

## 2. Why did management request and the UCEMC board approve the voluntary contribution program known as UCEMC Cares?

- *Due to stipulations in UCEMC's contract with TVA and due to provisions in Article IX of UCEMC's bylaws, UCEMC is limited in the use of revenue in excess of operating costs that can be donated to community organizations, as other privately owned businesses may be free to do. Therefore, a little change doesn't go a long way, but when small amounts from approximately 48,000 UCEMC members' accounts are combined, it makes possible big changes in our communities.*

## 3. Why was an opt-out program chosen over an opt-in program?

- *UCEMC's Board of Directors chose to make UCEMC Cares an opt-out program in hopes that more members would choose to stay in the program, therefore making it a much more successful program. The more successful the program, the more grants can be awarded, ultimately making our communities more successful. Research has shown that opt-out programs have a much higher participation rate than opt-in programs. ("opt-out" as used herein means any member's option to elect not to participate in the UCEMC Cares program.)*

## 4. What ways may I opt-out?

- *Members may opt-out of the UCEMC Cares Program at any UCEMC Office with the following options:*
  - *By Phone: Carthage 615-735-2940*  
*Cookeville 931-528-5449*  
*Livingston 931-823-1213*  
*Gainesboro 931-268-2123*
  - *In person at any UCEMC office*
  - *By Email at [custserv@ucemc.com](mailto:custserv@ucemc.com)*
  - *Or via UCEMC's website at [www.ucemc.com](http://www.ucemc.com); click Customer Portal; click Services Tab; click UCEMC Cares; click Login\*; Choose Remove. \*Note: first time users' account number and password are the same - member number excluding the -000 (ex: 12345-000). Members may change the login ID and password after initial login. For login assistance, please contact any UCEMC office (as listed above).*

## 5. What if any member decides to participate now, but later does not approve of one or more charities or organizations to which grants are made at a later date?

- *Any member may opt-out at any time during the enrollment period by contacting UCEMC. Also, any member electing to opt-out of UCEMC Cares may request a reimbursement of any funds contributed during the enrollment period or up to the most recent five (5) years, whichever is less.*

## 6. Will participation ever become mandatory?

- *No.*

## 7. Will all UCEMC customers be automatically enrolled?

- *All existing customers will be enrolled automatically; however customers may opt-out of the program at any time.*

## 8. What about new customers to UCEMC?

- *Any new customer making application for service will have the opportunity to opt-out.*

## 9. Will the fund be used to pay any ones electric bill?

- *No.*

## 10. How will the UCEMC Cares funds be used?

- *UCEMC Cares funds will be returned to the communities UCEMC serves in the form of grants to qualified organizations serving the health, safety, civic and educational needs of our members (ex. school related booster/athletic clubs, PTO, historical societies, community centers, food banks, libraries, volunteer fire dept., veterans assoc., rescue squads, senior centers, youth camps, etc.). Once the program begins and grants are awarded, a complete list of grant recipients will be posted and made readily available to UCEMC members.*

## 11. Who will decide what organizations or groups will receive grants?

- *The UCEMC Cares Board of Directors (which is not affiliated with, nor to be confused with the UCEMC Board of Directors).*

## 12. What is the UCEMC Cares board of directors?

- *The UCEMC Cares Board of Directors is a volunteer (not paid) group of five UCEMC members selected from each district of the Upper Cumberland Electric service area. This group of Directors will represent the communities in which they live and distribute grants to qualified groups across the entire UCEMC service area.*

## 13. Who are the UCEMC Cares board of directors?

- *The following members have been selected to serve as the UCEMC Cares Board of Directors:*

○ District 4 – Celia Smith	Chairman	Jackson County
○ District 1 – Cathy Kemp	Vice-Chairman	Smith County
○ District 1 – Anne Cole	Secretary	Smith County
○ District 3 – Randy Dodson	Treasurer	Overton County
○ District 2 – Alfred (Skip) Bartlett		Putnam County

## 14. What is their length of term and how long may they serve?

- *After the initial term of each Director expires, successor Director's terms shall be three years. After the initial term of each Director, no successor Director shall serve more than six consecutive years. Current Terms expire as follows:*

○ District 4 – Celia Smith	12/31/14
○ District 1 – Cathy Kemp	12/31/15
○ District 3 – Randy Dodson	12/31/15
○ District 1 – Anne Cole	12/31/16
○ District 2 – Alfred (Skip) Bartlett	12/31/16

## 15. If any member has multiple accounts, will they all be rounded up?

- *Yes, Every UCEMC account will be rounded up to the nearest dollar. Any member having multiple accounts may choose which account(s), if any, the member wishes to opt-out of the program. For example, a member with five (5) accounts may choose to opt-out three (3) of the accounts and round-up the remaining two (2).*

## 16. How do I know how much of my bill is going to UCEMC Cares?

- *Your monthly billing statement will have a line item titled UCEMC Cares and the amount of the round up.*

## 17. How does my organization apply for a grant?

- *To apply for a grant, please download the appropriate application via UCEMC's website [www.ucemc.com](http://www.ucemc.com); go to UCEMC Cares; click Grant Application or contact any UCEMC office for an application, submit the completed application via the instructions and return.*