

Jefferson Energy Cooperative – Terms and Conditions

Website Terms and Conditions

These Terms and Conditions (“Terms”) govern your access to and use of the Jefferson Energy Cooperative (“Jefferson Energy,” “we,” “our,” or “us”) website and the online services made available through the website.

By accessing or using this website or its online services, you acknowledge that you have read and understand these Terms and agree to comply with them. Certain transactions or services may require you to accept additional terms, authorizations, or agreements.

1. Use of This Website

Jefferson Energy provides this website as a convenient way for members, applicants, and other users to obtain information and access available online services.

Depending on the services offered, users may be able to:

- Apply for electric service;
 - Access account information;
 - Make or schedule payments;
 - Submit forms, requests, and documentation;
 - Enroll in available programs or services;
 - Update certain contact or account information;
 - Receive electronic confirmations or communications; and
 - Access other services made available by Jefferson Energy.
- You agree to use this website only for lawful purposes and in accordance with these Terms.

2. Accuracy of Information

When submitting information through this website, you agree to provide information that is accurate, complete, and current to the best of your knowledge.

This may include your name, service address, mailing address, telephone number, email address, identification information, Social Security number or taxpayer identification number, and other information necessary to establish or maintain electric service.

Providing false, misleading, incomplete, or fraudulent information may result in a delay or denial of a request or other action permitted by Jefferson Energy’s applicable policies, procedures, service rules, or law.

3. Identity Verification and Fraud Prevention

Jefferson Energy may take reasonable steps to verify the identity of an individual requesting new service, accessing account information, making certain account changes, or conducting other transactions.

Verification may include the use of information provided by the applicant or member and, when applicable and authorized, information obtained through third-party identity-verification or fraud-prevention services.

Additional identification or documentation may be requested when Jefferson Energy is unable to verify an individual's identity or when additional verification is reasonably necessary to protect a member, applicant, Jefferson Energy, or another party from unauthorized activity, identity theft, or fraud.

4. Online Accounts and Account Security

If you establish an online account, you are responsible for maintaining the confidentiality of your username, password, verification codes, and other account credentials.

You should not knowingly provide your login credentials to unauthorized individuals.

You are responsible for promptly notifying Jefferson Energy if you believe your online account or credentials have been compromised or used without authorization.

Jefferson Energy may take reasonable measures to restrict or suspend online access when unauthorized activity, fraud, or a security concern is suspected.

5. Online Service Applications

Submission of an online application does not, by itself, guarantee that electric service will be established.

Applications may be subject to identity verification, applicable deposits, fees, documentation requirements, inspections, service availability, credit-related requirements when applicable and authorized, and other requirements contained in Jefferson Energy's governing documents, policies, procedures, rate schedules, or service rules.

Additional information or documentation may be required before an application can be completed.

6. Payments

Jefferson Energy may provide options for making payments electronically through its website, member portal, or authorized payment providers.

Submitting a payment does not necessarily mean the payment has been successfully processed or posted to an account. Users are responsible for reviewing payment confirmations and ensuring that payments have been successfully completed.

Payments may be subject to applicable processing requirements, returned-payment provisions, fees, or other terms.

Use of a third-party payment processor may also be subject to the processor's terms and privacy practices.

Unless otherwise required by applicable law or Jefferson Energy's governing policies, attempting to submit an online payment does not by itself prevent collection activity or disconnection for nonpayment if the payment is not successfully received and posted within the required timeframe.

7. Electronic Signatures and Records

Certain online transactions may permit or require an electronic signature, acknowledgment, or acceptance.

Where permitted by applicable law, an electronic signature or electronic acceptance may have the same legal effect as a handwritten signature.

For transactions requiring electronic consent, Jefferson Energy may provide additional disclosures or obtain additional consent as required by applicable law.

Users are responsible for reviewing information presented before electronically signing or submitting a document.

8. Electronic Communications

Jefferson Energy may use electronic communications in connection with online transactions, including confirmations, notices, account information, and responses to requests.

Certain electronic communications may require separate consent. Nothing in these Terms is intended to constitute consent to receive communications for which separate consent is required by applicable law.

Members remain responsible for maintaining current contact information with Jefferson Energy.

9. Electric Service Rules and Governing Documents

These Website Terms and Conditions govern use of Jefferson Energy's website and online services. They do not replace or modify Jefferson Energy's Articles of Incorporation, Bylaws, rate schedules, service rules, policies, membership agreements, contracts, or other applicable governing documents.

Electric service remains subject to all applicable rules, rates, policies, procedures, agreements, governmental requirements, and other governing documents.

If these Website Terms conflict with a document specifically governing electric service or a particular transaction, the applicable governing document will control to the extent permitted by law.

10. Privacy and Personal Information

Jefferson Energy respects your privacy and is committed to protecting Personal Information collected through its website and online services.

Personal Information collected through the website and online services will be collected, used, stored, protected, and disclosed in accordance with Jefferson Energy's applicable [Privacy Policy](#) and privacy practices.

Jefferson Energy does not sell, rent, or disclose Personal Information to third parties for their marketing or promotional purposes. Personal Information may be disclosed as necessary to provide services through trusted service providers acting on our behalf, process authorized transactions, comply with legal obligations, protect the security and integrity of our systems, or detect, prevent, or address fraud, misuse, or unauthorized activities. Please review [Jefferson Energy's Privacy Policy](#) for additional information regarding our privacy practices.

11. Website Availability

Jefferson Energy strives to maintain reliable access to its website and online services but does not guarantee that the website or any particular online service will be available at all times.

Access may occasionally be interrupted because of maintenance, system upgrades, telecommunications problems, cybersecurity events, emergencies, power outages, third-party service interruptions, or other circumstances.

If an online service is unavailable and immediate assistance is required, users should contact Jefferson Energy through another available communication method.

12. Website Information

Jefferson Energy makes reasonable efforts to provide accurate and current information through its website. However, website information may occasionally contain errors, omissions, or outdated information.

Information displayed on the website should not be interpreted as modifying an applicable rate, contract, policy, service rule, or other governing document unless Jefferson Energy expressly states otherwise.

13. Third-Party Websites and Services

The Jefferson Energy website may contain links to or utilize services provided by third parties.

Jefferson Energy does not control the content, security practices, availability, or privacy practices of independent third-party websites or services.

Users should review the terms and privacy policies applicable to third-party services before providing information to those services.

14. Intellectual Property

Unless otherwise stated, the content of this website—including text, graphics, photographs, logos, designs, documents, and other materials—is owned by or licensed to Jefferson Energy and is protected by applicable intellectual-property laws.

Website materials may be viewed, downloaded, or printed for legitimate personal or business purposes related to Jefferson Energy services unless otherwise prohibited.

Unauthorized reproduction, distribution, modification, commercial use, or representation of Jefferson Energy's materials, name, or logo is prohibited except as permitted by law or with prior authorization.

15. Prohibited Activities

Users may not use this website to:

- Attempt to gain unauthorized access to an account, system, network, or information;
- Impersonate another individual or misrepresent their identity;
- Submit fraudulent or intentionally misleading information;
- Introduce malicious software or otherwise interfere with website operations;
- Attempt to circumvent website security measures; or

- Use the website for unlawful purposes.

Jefferson Energy may restrict website access when reasonably necessary to protect its systems, members, employees, or other users.

16. Limitation of Liability and Disclaimer

To the extent permitted by applicable law, Jefferson Energy is not responsible for losses or damages resulting solely from circumstances outside its reasonable control, including temporary website unavailability, telecommunications failures, third-party service interruptions, or unauthorized activity not caused by Jefferson Energy.

Nothing in these Terms is intended to waive any right, responsibility, protection, limitation, or immunity provided by applicable law.

This section should be interpreted in accordance with applicable law.

17. Changes to These Terms

Jefferson Energy may revise these Terms periodically to reflect changes in its website, online services, business practices, technology, or applicable requirements.

The current version will be posted on this website with an updated effective or revision date.

When required, Jefferson Energy may provide additional notice or request renewed acknowledgment of materially revised terms.

18. Governing Law

These Terms shall be governed and interpreted in accordance with applicable federal law and the laws of the State of Georgia, without regard to conflict-of-law principles, to the extent permitted by law.

19. Contact Information

Questions regarding these Website Terms and Conditions may be directed to:

Jefferson Energy Cooperative
3077 Highway 17 North
Wrens, GA 30833
Phone: (706) 547-2167
Website: www.jec.coop

Jefferson Energy Cooperative SMS/Text Messaging Terms of Service

By providing your mobile telephone number and opting in to receive text messages from Jefferson Energy Cooperative (“Jefferson Energy,” “we,” “our,” or “us”), you agree to the following SMS/Text Messaging Terms of Service.

1. Program Description

Jefferson Energy Cooperative may send text messages related to your electric account and services through its SMS Messaging Program. Messages may include, but are not limited to, electric service notifications, billing reminders and payment confirmations, account balance and account-related information, outage and restoration updates, planned outage notifications, appointment reminders, important member notices, responses to Member inquiries, and other service-related or account-related communications you have requested.

2. Opting Out

You may cancel SMS/text messaging at any time by replying **STOP** to a text message from Jefferson Energy Cooperative. After you send STOP, you will receive a confirmation message indicating that you have been unsubscribed. After your opt-out request has been processed, you will no longer receive text messages from that messaging program unless you opt in again.

3. Help and Support

For assistance with our SMS Messaging Program, reply HELP to a text message or contact Member Services at (706) 547-2167.

4. Message Delivery

Wireless carriers are not liable for delayed or undelivered messages. Message delivery is subject to effective transmission by your wireless carrier and is outside Jefferson Energy Cooperative’s control.

5. Message and Data Rates/Frequency

Message and data rates may apply. Message frequency may vary based on your account activity, service status, outages, notifications you have selected, and other communications associated with your electric service. Contact your wireless carrier if you have questions regarding your text messaging or data plan.

6. Privacy

Jefferson Energy respects your privacy. Information collected and used in connection with our SMS Messaging Program will be handled in accordance with our [Privacy Policy](#).

Jefferson Energy does not sell, rent, or disclose your Personal Information to third parties for their marketing or promotional purposes. Your mobile phone number and SMS consent information will not be shared with third parties or affiliates for marketing or promotional purposes.

Please review Jefferson Energy’s [Privacy Policy](#) for additional information regarding how we collect, use, protect, and disclose Personal Information.

7. Mobile Number Changes

You are responsible for notifying Jefferson Energy Cooperative if you change, transfer, or discontinue the mobile telephone number associated with your account.

8. Consent to Receive Text Messages

By opting in, you authorize Jefferson Energy Cooperative to send text messages to the mobile number you provide. Consent to receive text messages is not a condition of receiving electric service from Jefferson Energy Cooperative.

9. Changes to These Terms

Jefferson Energy Cooperative may update these SMS/Text Messaging Terms of Service from time to time. Updated terms will be posted on our website with the effective date of the revision.