MEMBER POLICY #19

SUBJECT: MEMBER RELATIONS

Bowie-Cass for its members shall:

1. Upon request for service by a residential applicant or for a transfer of service by a residential member inform the applicant of the Cooperative’s lowest-priced alternatives available at the member’s location. The Cooperative shall provide this information beginning with the lowest-price alternative and giving full consideration to applicable equipment options and installation charges.

2. Members shall be notified if they are effected by any change in rates or schedule of classification.

3. Post on the Cooperative’s web site and provide to all new residential members, at the time service is initiated, at no charge to the member the following information:
   (a) The member’s right to information concerning rates and services and the member’s right to inspect or obtain at reproduction cost a copy of the application tariffs and service rules;
   (b) The right to have his/her meter tested;
   (c) The time allowed to pay outstanding bills;
   (d) Grounds for termination of service;
   (e) The steps that must be taken before the Cooperative may terminate service;
   (f) How a member can resolve billing disputes with the Cooperative and how disputes affect termination of service;
   (g) Information on alternative payment plans offered by the Cooperative, including, but not limited to, the deferred payment plan as well as a statement that a member has the right to request these alternative payment plans;
   (h) The steps necessary to have service reconnected after involuntary termination;
   (i) The member’s rights to a supervisory review and right to file a complaint with the Public Utility Commission of Texas regarding any matter concerning the utility’s service at 7800 Shoal Creek Boulevard, Suite 400N, Austin, Texas.
   (j) The hours, addresses, and telephone numbers of the Cooperative’s offices where bills may be paid and information may be obtained; and
   (k) Member’s right to be instructed by the Cooperative how to read his or her meter;
   (l) The circumstances under which the Cooperative may require a deposit or additional deposit; how a deposit is calculated; the interest paid on deposits; and the time frame and requirement for return of the deposit to the member.
(m) A statement that funded financial assistance may be available for persons in need of assistance with their electric utility payments, and that additional information may be obtained by contacting the local office of the Cooperative, Texas Department of Community Affairs of the Public Utility Commission of Texas.

(n) A statement that the Cooperative’s service are provided without discrimination as to a member’s race, nationality, color, religion, sex, or marital status and a summary of the Company’s policy regarding the provision of credit history based upon the credit history of member’s former spouse.

(o) Notice of any special services such as readers or notices in Braille, if available, and the telephone number of teletypewriter for the deaf at the commission.

4. At least once each calendar year, notify all residential members that information is available upon request, at no charge to the member, concerning the items listed in Paragraph 4 of this policy. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

Reviewed and Adopted by the Board: January 16, 1981
Reviewed and Revised by the Board: June 20, 1986
Reviewed and Readopted by the Board: March 16, 1990
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