



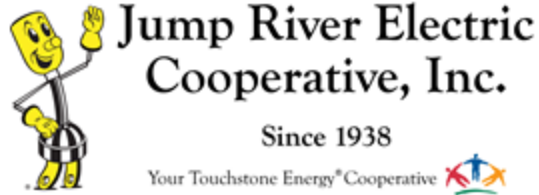
Jump River Electric Cooperative, Inc.

Since 1938

Your Touchstone Energy® Cooperative 

MEMBER POLICIES - TABLE OF CONTENTS

Category	Policy #	Subject
Member	301	General
Member	302	Definitions & Abbreviations
Member	303	Terms of Service
Member	304	Service Installation
Member	305	Metering & Metering Equipment
Member	306	Services & Schedules
Member	307	Non-Standard Services
Member	308	Neutral-to-Earth Voltage
Member	309	Underground Distribution Service
Member	310	Interconnection with Distributed Energy Resources
Member	311	Net Metering
Member	312	Disconnection & Reconnection
Member	313	Idle Services
Member	314	Deposits
Member	315	Fees & Credits
Member	316	Returned Payments
Member	317	Power Cost Adjustment
Member	318	Signage on Cooperative Property
Member	320	Easements & Right-of-Ways
Member	321	Member Inspection of Books & Records
Member	322	Member Attendance at Board Meetings
Member	323	Member Complaint Procedure
Member	324	Prepaid Billing Program
Member	325	Meter Opt Out
Member	326	Member Committees



Member Policy No. 301

I. **SUBJECT:** General

II. **PURPOSE:**

To set forth the general terms and conditions that apply to all Member Policies of the Cooperative.

III. **POLICY:**

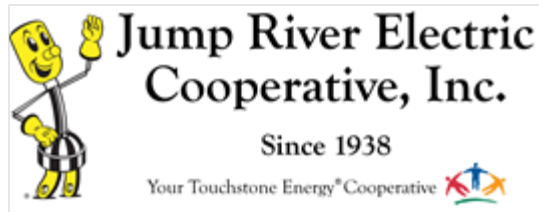
- A. The terms and conditions of all Member Policies of the Cooperative shall be a part of every contract for service made by the Cooperative to a Member, unless a contract for service expressly provides otherwise. All capitalized terms and abbreviations used in the Member Policies shall have the definition assigned to it in Member Policy No. 302.
- B. The usual supply of electric service shall be subject to the terms and conditions of the Member Policies; however, where special service supply conditions or problems arise for which provision is not otherwise made, the Cooperative may modify or adapt its Member Policies to meet the peculiar requirements of such cases.
- C. The Member Policies shall be subject to the Cooperative's Articles, Bylaws, and Board Policies. In the event of a conflict between the terms and conditions of the Member Policies and the terms and conditions of the Articles, Bylaws, and/or Board Policies, the terms and conditions of the Articles, Bylaws, and Board Policies shall control.
- D. The Member Policies shall be subject to applicable law, regulation, and code. If any provision of the Member Policies is held to be invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other provision of the Member Policies or invalidate or render unenforceable such provision in any other jurisdiction.
- E. Any notices or other communications required or permitted to be given or delivered under the Member Policies shall be in writing and shall be sufficiently given if hand-delivered or sent by first-class certified delivery mail, postage prepaid:

1. If to the Cooperative to Jump River Electric Cooperative, Inc. 1102 West 9th Street North Ladysmith, WI 54848.
 2. If to a Member, to the address listed on the Member's application.
 3. Either the Cooperative or the Member may change its address for notices by sending a change of address notice using this notice procedure.
- F. The failure of the Cooperative to enforce any provision of the Member Policies shall not be deemed a waiver of the right to do so. A waiver by the Cooperative shall be effective if explicitly set forth in writing and signed by the Cooperative.
- G. All contracts made by the Cooperative to a Member shall be binding upon and inure to the benefit of the permitted successors, assigns, heirs, executors, and administrators of the Cooperative and Member.
- H. The Member Policies may only be amended, modified, or supplemented at the sole discretion of the Board.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Reviewed: June 27, 2023



Member Policy No. 302

I. **SUBJECT:** Definitions & Abbreviations

II. **PURPOSE:**

The purpose of this policy is to set forth the definitions of capitalized terms and abbreviations as used throughout the Member Policies.

III. **POLICY:**

As used in the Member Policies, the following terms and abbreviations shall have the following meanings:

- A. ACH. “ACH” shall mean automated clearing house, an electronic funds-transfer system and a means of payment for Members.
- B. Ampere (A). “Ampere” and “A” shall mean a unit of electrical quantity or current.
- C. AMI. “AMI” shall mean advanced metering infrastructure, a system that transmits collected metering data to the service provider.
- D. Annual Demand Charge. “Annual Demand Charge” shall mean the same charge made to the Cooperative by its wholesale supplier, DPC, plus sixteen percent (16%) for distribution system losses and administrative costs and rounded to the nearest ten (10) cents per kWh.
- E. Articles. “Articles” shall mean the Articles of Incorporation of the Cooperative.
- F. Avoided Cost. “Avoided Cost” shall mean the incremental costs to the Cooperative of electric energy or capacity, or both, which, but for the purchase of the Qualifying Facility, the Cooperative would generate itself or purchase from another source. Since the Cooperative is an all-requirements wholesale energy customer of DPC, the Avoided Cost for the Cooperative shall be the avoided cost of DPC.
- G. Board. “Board” shall mean the Board of Directors of the Cooperative.

- H. Board Policies. “Board Policies” shall mean the collective of all Policies that govern the actions of the Cooperative including Cooperative Policies, Director Policies, and Member Policies.
- I. Bylaws. “Bylaws” shall mean the Bylaws of the Cooperative.
- J. Combined Residential and Commercial Service.
1. “Combined Residential and Commercial Service” shall occur where both Residential Service and Commercial Service are supplied through one (1) service and one (1) meter to the same Member on the same premises. Such Combined Residential and Commercial Service shall be classified as Commercial Service and billed under the Commercial Service rate.
 2. At the option of the Member and at the Member’s expense, connections may be arranged so as to separate the Commercial Service and the Residential Service to permit installation of two (2) meters, in which case the Residential Service rate shall apply to the Residential Service, and the Commercial Service rate shall apply to the Commercial Service.
- K. Commercial Service. “Commercial Service” shall mean a service at a single point of connection to any business enterprise, institution, or organization, other than a farm. Commercial Service may be used for all purposes including lighting and power and shall be furnished under the rate for Commercial Service, provided the required transformer capacity is fifty (50) kVA or less. If provided by the tariff of rates on file, exceptions to the Commercial Service classification may be made in the case of small churches, schools, and community halls.
- L. Consumer. “Consumer” shall mean any person, firm, corporation, or other entity receiving electric service from the Cooperative. Generally, Consumers are Members. Prospective Consumers may be referred to as “applicants”.
- M. Cooperative. “Cooperative” shall mean the Jump River Electric Cooperative, Inc.
- N. DPC. “DPC” shall mean the Dairyland Power Cooperative.
- O. DER. “DER” shall mean Distributed Energy Resources which is all types of generation and energy resources that can Interconnect to the Cooperative’s electric Distribution System.
- P. Distribution Facilities. “Distribution Facilities” shall include all wires, cables, poles, towers, fixtures, apparatus, and other equipment installed in the Cooperative’s electric distribution system.
- Q. Farm Service.

1. “Farm Service” shall mean a service to one point of connection to a single farmhouse, farm building, or farm equipment.
 2. In determining those Members to be included in the farm classification, the United States Department of Agriculture definition of a “farm”, as found on its website, should be applied. Subject to changes of such definition, a “farm” is any place from which one thousand dollars (\$1,000.00) or more of agricultural products were produced and sold or normally would have been sold during the year. Agricultural production should be liberally defined so as to include miscellaneous operations such as fur farms for raising fur-bearing animals.
 3. Farm Service shall include, in addition to all other uses of energy on farms, the use of energy for processing of materials produced on the farm (i.e. feed grinding and milk pasteurizing). However, if the materials are produced elsewhere, as in the case of commercial feed grinding and commercial poultry hatcheries, creameries, etc., the service shall be classified as Commercial Service.
 4. If three-phase service is required on the farm and is available, it shall be furnished at the applicable rate for three-phase power service.
- R. FERC. “FERC” shall mean the Federal Energy Regulatory Commission.
- S. GM/CEO. “GM/CEO” shall mean the General Manager and Chief Executive Officer of the Cooperative.
- T. Hertz (Hz). “Hertz” and “Hz” shall mean an alternating current frequency in cycles per second.
- U. Horsepower (Hp). “Horsepower” and “Hp” shall mean a unit of mechanical power equivalent to 0.746 kW of electrical power.
- V. Idle Service. “Idle Service” shall mean an electric service that has been disconnected.
- W. IRWEC. “IRWEC” shall mean Interconnection Requirements of Wisconsin Electric Cooperatives, a document which contains uniform requirements for the Interconnection of a DER Facility within Wisconsin to an electric Distribution System owned and operated by an electric Cooperative.
- X. Kilo (k). “Kilo” and “k” shall mean a prefix meaning one thousand (1,000).
- Y. Kilovolt (kV). “Kilovolt” and “kV” shall mean one thousand (1,000) V.

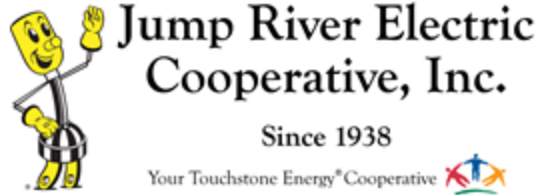
- Z. Kilovolt Ampere (kVA). “Kilovolt Ampere” and “kVA” shall mean a unit of apparent electrical power equivalent to one (1) kW at one hundred percent (100%) power factor.
- AA. Kilowatt (kW). “Kilowatt” and “kW” shall mean a unit of electrical power representing energy usage rate that is equivalent to about 1.34 Hp.
- BB. Kilowatt-hour (kWh). “Kilowatt-hour” and “kWh” shall mean a unit of electrical energy equivalent to the use of one (1) kW for one (1) hour.
- CC. KVAR. “KVAR” shall stand for kVA-reactive.
- DD. Land Developer. “Land Developer” shall mean a person or persons engaging in Land Development.
- EE. Land Development. “Land Development” shall mean two (2) or more continuous land parcels where two (2) or more parcels are for sale by the party requesting service.
- FF. Large Power Service. “Large Power Service” shall mean a service at a single point of connection to any Member using service primarily for electric motors. Incidental lighting may be included on the same electric service. Those requiring over fifty (50) kVA of transformer capacity shall be classified as “Large Power Consumers” and served under the rate schedule for Large Power Service.
- GG. Maximum Billing Demand Charge. “Maximum Billing Demand Charge” shall mean the maximum kW demand established by the Member in any fifteen (15) minute period during the month for which the bill is rendered.
- HH. Megawatt (MW). “Megawatt” and “MW” shall mean a unit of electrical power representing energy usage rate that is equivalent to one thousand (1,000) kW.
- II. Member. “Member” shall mean all prospective or current members of the Cooperative. Prospective Members may be referred to as “applicants”.
- JJ. Member Policies. “Member Policies” shall mean the collective of all Member Policies of the Cooperative.
- KK. PCA. “PCA” shall mean the power cost adjustment.
- LL. PSC. “PSC” shall mean the Wisconsin Public Service Commission.
- MM. PURPA. “PURPA” shall mean the Public Utility Regulatory Policies Act of 1978, as amended.

- NN. Qualifying Facilities. “Qualifying Facilities” shall mean the definition of Qualifying Facilities under PURPA.
- OO. Required Transformer Capacity. “Required Transformer Capacity” shall be used in connection with determining the minimum bill under a rate schedule. The Cooperative may find it convenient or advisable to install larger transformers than actually required. Where two (2) or more Members are served from the same transformer, the minimum charge for each Member shall be based on the transformer capacity that would normally be installed for his or her individual requirements.
- PP. Residential Service. “Residential Service” shall mean a service to a single private house, apartment, flat, or any other living quarters occupied by a person or persons constituting a distinct household. Residential Service shall include any private garage adjacent to, connected, and used exclusively by the resident. The Residential Service rate shall not apply to, but shall not be limited to, the following types of establishments, service to which shall be classified as Commercial Service: hotels, recognized rooming houses, clubs, orphanages, tourist camps, and cabins for transient guests.
- QQ. Volt (V). “Volt” and “V” shall mean a unit of electrical pressure or force.

IV. **RESPONSIBILITY:**

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Revised: June 27, 2023
Date Revised: April 28, 2026



Member Policy No. 303

I. **SUBJECT:** Terms of Service

II. **PURPOSE:**

The purpose of this policy is to set forth the terms of commencing, continuing, extending, and terminating services provided to Members by the Cooperative.

III. **POLICY:**

A. **Commencement of Service.**

1. Any individual, association, corporation, partnership, or governmental agency who is using or desires to use electric service provided by the Cooperative shall become a Member of the Cooperative. All Members are entitled to electric service and are bound by the Articles, Bylaws, Board Policies, Member Policies, and any other rules and regulations of the Cooperative.
2. An application for membership and electric service shall be made in writing on the form provided by the Cooperative.
 - a. The membership application shall contain all of the following:
 - i. The legal name of the user of service and the person responsible for bill payment, if different than the user.
 - ii. The telephone number of the user of service and the person responsible for bill payment, if different than the user.
 - iii. The address where service is to be provided.
 - iv. The mailing address, if different from the service address.
 - v. The date requested for service to begin.
 - vi. Social security number and date of birth must be provided so that a soft pull credit check can be obtained.

- vii. The Cooperative reserves the right to require that the membership application contain information other than that listed above.
3. The Cooperative reserves the right to reject any membership application for service that is not available under its rate schedules, that may involve excessive costs, that might affect the supply of service to other Members, for an applicant's unsatisfactory credit, or for any other good reason.
4. Upon acceptance of the membership application by the Cooperative, the membership application shall constitute a contract between the Member and the Cooperative. The Cooperative shall then furnish electric service as promptly as possible in accordance with the Member Policies of the Cooperative, and the Member shall have all rights and privileges of membership as defined in the Articles, Bylaws, Board Policies, Member Policies, and any other rules and regulations of the Cooperative.

B. Continuation of Service.

1. The Cooperative shall endeavor but shall not guarantee to furnish a continuous supply of electric service.
2. The Cooperative shall not be liable for interruptions in service, phase failure or reversal, or variations in the service characteristics or for any loss or damage of any kind of character occasioned thereby due to causes or conditions beyond the Cooperative's control, and such causes or conditions shall be deemed to specifically include but shall not be limited to the following:
 - a. Acts or omissions of Members or third parties;
 - b. Operation of safety devices, except when such operation is caused by the negligence of the Cooperative;
 - c. Absence of an alternate supply of service;
 - d. Failure, malfunction, necessary repairs, or inspection of machinery, facilities, or equipment;
 - e. Acts of God, war, vandalism, acts of terrorism, action of the elements, storm, flood, fire, riot, or civil disturbances; and
 - f. The exercise of authority or regulation by governmental or military authorities.

- g. The Member shall be responsible for providing immediate notice to the Cooperative of any interruptions or variations in his or her electric service so that appropriate corrective action can be taken.
- h. The Cooperative reserves the right, without previously notifying the Member, to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety, and State or National emergencies and shall be under no liability with respect to any such interruption, curtailment, or suspension.

C. Extension of Service.

- 1. The Cooperative's distribution system may be extended to supply service to Members who elect to take service under the rates and provisions of its line extension requirements.
- 2. The Cooperative shall construct, own, and maintain distribution facilities, whether secondary, primary, or high tension, located on a highway or right-of-way acquired by the Cooperative. Title to all such distribution facilities shall remain in the name of the Cooperative.
- 3. The Cooperative's obligation to extend its distribution facilities to a new point of delivery may be limited, to the extent warranted by revenue anticipated from the business supplied. Where the business in prospect does not warrant the expenditure required to service it, the Cooperative shall determine from the circumstances of each case what guarantee of revenue and/or what financing shall be required of the Member requesting such service extension.

D. Termination of Service.

- 1. Any Member desiring to terminate his or her service shall so notify the Cooperative a minimum of five (5) business days in advance so that the service may be discontinued on a mutually agreeable date. Members failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Cooperative is obtained.
- 2. Notice of discontinuance of service prior to the expiration of the term of the contract between the Member and the Cooperative will not relieve the Member from any minimum or guaranteed payment under such contract or its rate.

E. Other Terms of Service.

1. Any Member using service without first notifying and enabling the Cooperative to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from the time of the last reading reported to immediately preceding his or her occupancy.
2. All new services built by the Cooperative shall be considered permanent and built according to applicable code specifications. Temporary services shall not be permitted.
3. No other source or supply of electricity shall be introduced or used by a Member in conjunction with the service supplied to him or her by the Cooperative without the prior written consent of the Cooperative.
4. Members shall not directly or indirectly sell, sublet, assign, or otherwise dispose of any electric service furnished to him or her by the Cooperative without the prior written consent of the Cooperative.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: February 26, 2019

Date Revised: July 26, 2022



Member Policy No. 304

I. **SUBJECT:** Service Installation

II. **PURPOSE:**

The purpose of this policy is to set forth guidelines that the Cooperative and its Members shall follow in the installation of service.

III. **POLICY:**

- A. Member's wiring and equipment shall be installed in accordance with the requirements of the Cooperative, regulations of the National Electric Code, and applicable laws.
- B. Prior to service installation, all requirements of the new service procedures shall be met.
- C. The Cooperative may refuse to make connection to a Member's wiring and equipment, or to continue service thereto when, in its judgment, installation is not in proper operating condition.
- D. The Member shall provide the exact location of the premises and details of electric requirements for the Service. The Cooperative shall designate the point of delivery. The Member will provide a place satisfactory to the Cooperative for transformer, meter, and any other equipment that may be necessary for the installation.
- E. **Service Entrance**
 - 1. The entrance for single-phase service shall be a minimum of two hundred (200) A and the Cooperative shall set the specifications and location of this equipment.
 - 2. Multi-phase service or services greater than two hundred (200) A single-phase service shall require special metering, and the Cooperative shall set the specifications and location of this equipment.
 - 3. All meters shall be installed and located to be readily accessible by Cooperative personnel unless special approval is granted by the Cooperative.

4. Meter loops and service entrances not installed in accordance with applicable codes shall not be connected until the violation is corrected. The Cooperative shall not be under any obligation to inspect and certify compliance with applicable codes and shall not assume any liability for connection of an account not meeting applicable codes. The Member shall be required to furnish the Cooperative with a wiring affidavit signed by a licensed electrician prior to connection.
- F. Service connections shall not be made until the wiring of the premise is in progress or has been completed in accordance with the Cooperative's standard requirements. This is necessary for the protection of the Member, and the Cooperative shall not be responsible for any defect in the Member's wiring or device.
- G. Wiring of any premises for connection to the Cooperative's lines must be brought to a location approved by the Cooperative, at which point the wiring must extend sufficiently for attachment to the Cooperative's service supply lines.
- H. Motor Starting Requirements:
1. All power installations on the Cooperative's lines shall conform to the rules and regulations set forth in the National Electrical Code and in such other applicable codes.
 2. The following general requirements should be adhered to in all power installations:
 - a. Motors shall be equipped with adequate cover for current protection.
 - b. All motors, single-phase, one (1) Hp, and larger, shall be provided with adequate line starting equipment.
 - c. All three-phase motors from one (1) Hp to and including seven and one-half (7 1/2) Hp shall be provided with adequate line starting equipment.
 - d. All motors above five (5) Hp single-phase and above seven and one-half (7 1/2) Hp three-phase shall be provided with an adequate current limiting starting device. A starting device that will automatically return to starting position on interruption of service and that will limit the starting current to eleven (11) A per Hp shall be acceptable.

I. Inspection:

1. Member's wiring and equipment shall be subject to inspection and approval by the Cooperative and/or other agencies having jurisdiction
2. If the Member's wiring does not meet the requirements of the Cooperative and/or applicable law, the service shall not be connected, and the Member shall be advised that the connection shall not be made until the wiring and/or equipment complies with the foregoing.
3. If any wiring defects are found at the time of any inspection, the Member shall correct such defects within a reasonable period of time. If the Member does not correct such defects within a reasonable period of time, the Cooperative may disconnect the Member's service.

J. Limit of Responsibility.

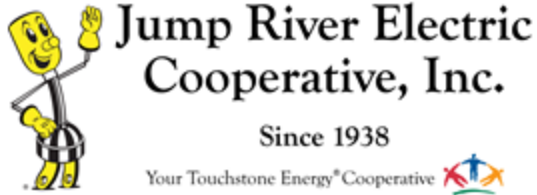
1. The Cooperative shall install and maintain its lines and equipment on its side of the point of delivery but shall not be required to install or maintain any lines, equipment, or apparatus, unless specifically provided for in its schedules, agreements, or writing, beyond this point, except meters and meter accessories.
2. The Cooperative's responsibility extends only to the supply of service at the point of delivery. The Member assumes full responsibility for the current upon the premises at and from the point of delivery, and for the wires, apparatus, devices, and appurtenances used in connection with the service.
3. All equipment supplied by the Cooperative for use of each Member has a definite capacity, and it shall be the responsibility of the Member to notify the Cooperative in writing before any change is made in the total connected load, load characteristics, change of purpose, or location of its installation. Failure to give notice shall render the Member liable for any damage to meters, accessories, transformers, or wires of the Cooperative caused by the additional or changed installation.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Revised: July 26, 2022

PREVIOUSLY MEMBER POLICY NO. 4



Member Policy No. 305

I. **SUBJECT:** Metering & Metering Equipment

II. **PURPOSE:**

The purpose of this policy is to set forth guidelines that the Cooperative and its Members shall follow regarding service metering and metering equipment.

III. **POLICY:**

A. The Cooperative shall install, own, and maintain all meters and associated potential and current transformers used in the measurement of electrical loads for billing purposes. The Cooperative normally furnishes a single meter at the point of connection to the Member's premises. Any Member desiring service at two (2) or more separate, metered points of connection to the Cooperative's lines shall be billed separately at such point, and the registrations of such meters shall not be combined for billing purposes.

B. The Member shall permit only authorized representatives of the Cooperative or other persons lawfully authorized to inspect, test, or remove the meters. If the meters or metering equipment are damaged or destroyed through the neglect of the Member or become inaccessible, the cost of necessary repairs or replacement may be required of the Member. The Member shall allow easy access to the meter by representatives of the Cooperative (i.e., dogs tied, path cleared, shrubs trimmed, etc.).

1. **Location of Meters**

a. Meters for all services shall be installed outdoors and shall be readily accessible for reading and testing, except as might be approved otherwise by the Cooperative. An authorized representative of the Cooperative shall determine the acceptability of the meter location in all cases.

b. If meters are located on a building, the meters should be on the gable end. If not, a means of protection shall be required to shield the meter from ice damage. If the meter is located in an area accessible to livestock, the meter shall be protected from damage. If any metering equipment is damaged, the Member shall be responsible for charges to replace or repairs such equipment.

- c. Meter readings for billing purposes shall be provided by the Cooperative. The Cooperative shall provide for reading of meters as provided under the rate schedule. All meter reading schedules shall be determined by the Cooperative.
- d. The Cooperative shall have the right, at its option and its expense, to place special meters or instruments, on the premises of any Member for the purpose of special tests of all, or any part, of the Member's load.

2. Testing of Meters

- a. All testing of metering equipment shall be performed by qualified personnel. The Cooperative may, at its option, either conduct field tests on the Member's premises or remove metering equipment for shop testing.
- b. The Cooperative shall, through test procedures, endeavor to maintain its metering equipment with accurate limits. The Cooperative shall endeavor to test its single- phase meters a minimum of every fourteen (14) years and will use the Wisconsin Administrative Code Public Service Commission Chapter 113 as a guideline for such testing.
- c. Members requesting a special lab test shall pay an advance twenty-five dollars (\$25.00) fee. In the event the test discloses that the meter is registering within the limits of accuracy prescribed, the twenty-five dollars (\$25.00) fee shall be forfeited by the Member.
- d. If the special lab test discloses a positive error that is faster in excess of any average accuracy of two percent (2%), the Cooperative shall refund to the Member the fees paid plus an amount equal to the excess over and above the two percent (2%) allowable average accuracy for the kWh and/or demand incorrectly metered for a period equal to one-half (1/2) the time elapsed since the previous test, but not in excess of six (6) months.
- e. If the special lab test discloses a negative error that is slower in excess of an average error of two percent (2%), the Cooperative may bill the Member for the kWh and/or demand incorrectly metered for a period equal to one half (1/2) of the time elapsed since the last test, but not to exceed six (6) months. The fee deposited shall be applied to any amounts due by the Member to the Cooperative.
- f. If the special lab test discloses that the meter has not been registering for any period, the Cooperative shall estimate the charge for the

energy used by averaging the amounts registered over a similar period, preceding or subsequent thereto, or over corresponding periods in the previous years.

3. Billing Adjustments

- a. Back billing due to metering inaccuracies will be limited to the preceding twenty- four (24) months, except that there shall be no time limit where the service was obtained by fraud or deception, including but not limited to theft, intentional current diversion, or tampering with any device.
- b. The Cooperative reserves the right to make final decisions with respect to methods and equipment used in measurement of loads for billing purposes.

4. Meter Tampering.

- a. Meter tampering includes but is not limited to tampering with or bypassing the Cooperative's meter or equipment and other instances of electric service diversion. Meter tampering is illegal, dangerous, and is strictly prohibited. All known occurrences of meter tampering shall result in immediate disconnection of service with or without prior notification. The Cooperative shall notify law enforcement of all instances of meter tampering.
- b. If the meter or other property belonging to the Cooperative is tampered or interfered with, the Member being supplied through such equipment shall pay the amount that the Cooperative estimates is due for service rendered but not registered on the Cooperative's meter, for such replacements or repairs as are necessary, and for the costs of inspection, investigation, and protective installation. A minimum investigation fee of two hundred fifty dollars (\$250.00) shall be billed to the Member's account.
- c. A reward of five hundred dollars (\$500.00) shall be paid to anyone reporting the destruction, tampering, or theft of Cooperative equipment, which may lead to the arrest and conviction of the accused.
- d. Meter seals are not to be tampered with, except in cases of a dire emergency (i.e., fire, endangerment of life, etc.).
- e. When a meter is found without a seal or with a broken seal that has not been reported to a representative of the Cooperative, it shall be

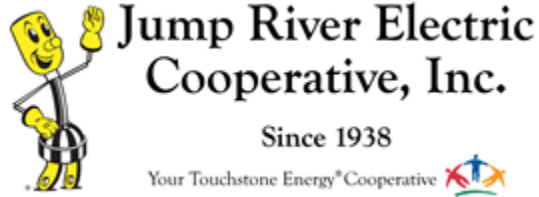
the responsibility of the representative of the Cooperative to immediately notify the GM/CEO.

- f. If it is the first offense of meter tampering for that Member, the Member shall be notified in writing of this policy. If, after proper notification, a Member is found to have another meter seal that has been tampered with, the Cooperative shall disconnect the Member's service and take necessary action to prosecute him or her to the full extent of the law.
- g. Members desiring to have meter seals removed for electrical work must notify a representative of the Cooperative in sufficient time so as not to disrupt the normal work routine. A representative of the Cooperative will remove or authorize the removal of the seal. Upon completion of the work by the Member or electrician, the Member shall notify the Cooperative so that a new seal may be installed. Members who do not notify the Cooperative in sufficient time shall be required to pay mileage and labor costs of the representative of the Cooperative.
- h. A Member disconnected under this policy shall be required to pay time and mileage and any other expenses incurred by the Cooperative before reconnection is made.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Revised: June 28, 2022



Member Policy No. 306

I. **SUBJECT:** Services and Schedules

II. **PURPOSE:**

The purpose of this policy is to provide a description of the Cooperative's Energy Rate Classes and Services available to its Members.

III. **POLICY:**

A. Current Energy Rates

1. Please refer to the current Energy Rate Schedule.

B. Billing and Terms of Payment

1. Meters shall be read by the AMI System on approximately the 1st of each month. Refer to Member Opt Out Policy for opt out option.
2. Bills shall be mailed to Members on approximately the fifth (5th) of each month. If payment is not made on or before the due date printed on the statement, a monthly late-payment charge of one and one-half percent (1.5%) shall be charged to the total unpaid balance. Mailed payments will be credited to member's accounts the date received at the Cooperative.

C. Single-Phase, Monthly Service

1. Single-Phase, Monthly Service is available for members when the required service transformer size does not exceed seventy-five (75) kVA and is a six hundred (600) Amp service or less.
2. Single-phase service motors shall not exceed ten (10) Horsepower (Hp) without prior written approval of the Cooperative.
3. Type of service: Single-phase service, sixty (60) Hertz (Hz), at secondary voltages.

D. Large Power-Peak Alert Service

1. Large Power-Peak Alert Service is available for single-phase and three-phase loads where the required service capacity is two hundred (200) Amp or greater and the monthly maximum demand will or has exceeded fifty (50) kW at least once annually. Service hereunder is subject to the terms and conditions of the DPC wholesale power rate A-1.
2. Type of service: Single-phase or three-phase, sixty (60) Hz, at available secondary voltages.
3. Large power accounts that are served by more than one (1) meter or at multiple locations will be subject to the approval of the Cooperative.
4. The Cooperative and/or Dairyland Power Cooperative (DPC) shall notify the Member of each planned energy reduction event no less than ten (10) minutes in advance of initiating the automatic transfer.
5. Generator Recommendations for Large Power Accounts are as follows:
 - a. It is recommended all Large Power-Peak Alert accounts install a stand-by generator. Members failing to do so, or elect to run through peak alert times, will be charged the coincidental demand fees they create during the peak times.
 - b. The stand-by generator should be capable of automatic startup and load transfer utilizing signals from the Cooperative's and/or DPC's load management system.
 - c. The stand-by generator should be capable of running for a continuous twenty-four (24)-hour period when requested to do so by the Cooperative and/or DPC.
 - d. The Member should have sufficient fuel for twenty-four (24) hours of generator operation during energy reduction events and full load control events for the seasonal period.
 - e. The Member should demonstrate a reasonable maintenance program for the stand-by generation system to assure the Cooperative and DPC of reasonable availability during an energy event.

6. Peak Periods for Large Power Accounts:

- a. The Cooperative will attempt to alert the member of potential peak periods at least one-half (1/2) hour in advance of the potential peak period via radio and/or its website. The Cooperative shall not be liable for any loss or damage resulting from Member load reductions or transfers to on-site generating equipment.
- b. The applicable peak period charge shall become an obligation of the Member when the Member has electric demand coincident with the Cooperative's peak period charge. The Member shall pay the Cooperative for the peak period charge as billed.
- c. Summer Rate Period is June – August: The summer peak period charge for the year shall be the average of one (1) hour peak demands of the Member that are coincident with the Cooperative's wholesale billing demand readings during the summer rate period. The Large Power-Peak Alert Member's summer peak period charge will be billed in the Fall of each year.
- d. Winter Rate Period is September – May: The winter peak period charge for the year shall be the average of one (1) hour peak demands of the Member that are coincident with the Cooperative's wholesale billing demand readings during the winter rate period. The Large Power-Peak Alert Member's winter peak period charge will be billed in the Spring of each year.

E. Three-Phase, Small Service

1. Three-Phase, Small Service is available for farm, residential, schools, small commercial, and other users where load does not exceed fifty (50) kW. Three- phase service motors shall not exceed ten (10) Hp without prior approval of the Cooperative.
2. Type of service: Three-phase, sixty (60) Hz, at available secondary voltages.

F. Separately Metered Electric Heat Service

1. Separately Metered Electric Heat Service is available to all Members.
2. Type of service: Single-phase service, sixty (60) Hz, at secondary voltages.

G. Single Phase-Load Management Interruptible Heat Service

1. Single-Phase, Load Management Interruptible Heat Service is available to all members. Electric heat must be metered separately from the primary electric service. Members agree to use the Cooperative's service for electric heating under the terms and conditions set forth in the Load Management Agreement.
2. Type of service: Single-phase, sixty (60) Hz, at available secondary voltages.
3. The Rate Codes differ depending on back-up systems as follows:
 - a. Rate Code 14 – Energy Storage: Electric heat storage units with or without gas, oil, or wood backup. The Member must have a permanent electric heating load capable of heating the entire building. The Cooperative may interrupt the electric heating load up to four (4) hours for one (1) or two (2) times a day. Service will be available for eight (8) hours at night and up to two (2) hours in the middle of the day.
 - b. Rate Code 15 – Dual-Fuel: Dual Fuel shall consist of two (2) heat sources that are independent of one another, and each must be capable of supplying the entire heating demand for the dwelling and building for a maximum twelve (12) hour interruption in twenty-four (24) hours (i.e., electric with gas, oil, wood or electric thermal storage).
 - c. Rate Code 16 –Electric Heat Without Backup: Electric heating load capable of heating the entire dwelling or building and permanently installed, with or without Oil, Gas, or Wood Backup. Service to heat meter may be interrupted at any time for up to twelve (12) hours within a twenty-four (24) hour period. Rate Code 16 is only available for existing members already enrolled in this program.
4. All electric heat loads will be interrupted by a radio receiver provided and installed by the Cooperative. The Member will make provisions in his or her electric wiring for this receiver and will provide all other wiring, equipment, and installation, including a relay which will be a double pole, a socket extender, or a Cooperative approved relay panel.
5. The electric heat shall be interrupted during peak periods and any other source of heating other than electric shall be used during this time.

6. The receiver shall be installed by the Cooperative according to Cooperative specifications.
7. The meter shall record the electric heating load separately from the general- purpose meter and may, at the option of the Cooperative, be a subtractive meter.
8. The Member shall sign a Hold Harmless Agreement absolving the Cooperative of any liability should the Member's backup system fail to provide adequate heat.
9. The Cooperative reserves the right to disallow an electric heat rate to any Member they feel does not have an adequate backup system or is not properly weatherized.
10. Non-compliance with the Load Management Agreement or any tampering with equipment to bypass the receiver or meter will disqualify a Member from the electric heat rate.
11. For clarification purposes, a hot tub, sauna, or jacuzzi may be connected to the electric heat load.

H. Dusk-to-Dawn LED Lighting

1. Dusk-to-dawn LED lighting rental service is available to all and must be installed on Cooperative poles. Power supply must be provided the Cooperative.
2. The Cooperative shall furnish and install the LED light. Members requesting their dusk-to-dawn LED light be placed on a separate transformer due to location, or needs, will pay a monthly fixed cost of delivery fee and rental fees, as outlined in the Rate Schedule.
3. Line extension charges will be applicable for any additional materials such as poles, wiring, and transformers that may be required at the Member's expense. These charges are applicable at the discretion of Cooperative management.
4. The Cooperative will provide normal maintenance of the lighting unit at no additional expense to the Member during regular working hours. Members requiring immediate service may be billed at regular or overtime wage rates.
5. All costs due to vandalism shall be charged to the Member, including the cost of labor and mileage.

6. The lighting unit remains the property of the Cooperative. The Member shall allow authorized representatives of the Cooperative to enter the Member's premises for maintenance of the unit and removal of said unit upon termination of service.
7. Cities, towns, and villages may be billed annually in advance with the annual billing month being January of each year.

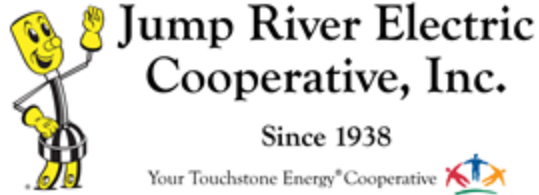
I. Temporary Hunting Service

1. Temporary hunting service is available to gun deer hunters requesting electric service to an existing, but not connected, service for a period not to exceed one (1) week before the regular gun deer season has opened and not to exceed one (1) week after the regular gun deer season has closed.
2. Type of service: Single-phase service, sixty (60) Hz, at secondary voltages.
3. This service will be subject to connect and disconnect fees of \$200.00, plus the Single-Phase Monthly Service rates.
4. The connect and disconnect fee shall be paid before electric service is made available. An invoice will be rendered on discontinuance of electric service for the energy used, which must be paid within fifteen (15) days of the date of the invoice. The Consumer must sign a membership application.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: August 27, 2019
Date Revised: July 26, 2022
Date Revised: September 27, 2022



Member Policy No. 307

I. **SUBJECT:** Non-Standard Services

II. **PURPOSE:**

The purpose of this policy is to set forth details of the non-standard services that are provided to Members by the Cooperative.

III. **POLICY:**

- A. Upon request of a Member and based on the circumstances in each individual case, the Cooperative will consider moving, modifying, or changing its Distribution Facilities to provide service to the Member at no additional cost to the Cooperative. The Member shall be responsible for all costs of any special installation necessary to meet particular requirements for service at other than standard Cooperative practice, which shall be paid for by the Member prior to the commencement of construction. The Member shall also submit a signed, written request for the changes and must be in good standing with the Cooperative.
- B. If the Member proceeds or directs the Cooperative to proceed with the work and/or becomes dissatisfied with the work for any reason and if either the Member or any future landowner requests the Cooperative to make further changes to his or her Distribution Facilities, the Member or future landowner shall be responsible for the costs associated with those changes, even if those changes are to restore the service to Cooperative standards.
- C. The Cooperative reserves the right to refuse non-standard modifications if such modifications would compromise the system and/or are deemed by the Cooperative to be (i) detrimental to safety, the Cooperative's system operation, or other Members' electrical systems or (ii) go against recommended industry practices.
- D. All equipment required for non-standard construction shall remain the property of the Cooperative, and the Cooperative shall retain the exclusive right to operate and maintain such equipment located on its side of the point of delivery. Such equipment shall include but is not limited to neutral isolators and other devices intended to prevent the voltages normally found on the primary neutral from being conducted to the Member's secondary system.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Reviewed: August 29, 2023

Member Policy No. 308

I. SUBJECT: Neutral-to-Earth Voltage (“Stray Voltage”), Isolation on Request, Non-Standard Service, Requests for Relocation of Service.

II. PURPOSE:

The purpose of this policy is to establish general guidelines and procedures regarding neutral-to- earth voltage, a phenomenon commonly called “stray voltage”, requests for and use of neutral isolation devices, stray voltage checks and complaints, and requests for relocation of services. This Policy shall be interpreted in conjunction with Member Policy 307, Non-Standard Service as may be applicable.

III. POLICY:

- A. The Cooperative utilizes a multi-grounded system to provide service. The neutral is connected to grounds throughout the system, both primary and secondary. This type of neutral connection is the standard service for all services.
- B. The intent of a multi-grounded neutral system is to enhance the safe operation of the distribution system by stabilizing voltage under normal, lightning, and fault conditions. With this type of system, the neutral carries some current and therefore there will be some voltage on the neutral. The voltage level will vary depending on Member(s) and Cooperative load on the system and other electric and field conditions. Under normal conditions neutral voltages are low enough so that there is no risk of injury to people or livestock.
- C. Neutral-to-earth voltages, whether arising on the Cooperative’s system or the Member’s system, cannot always be kept at a level necessary to assure that such levels will not affect dairy or other livestock.
- D. Members involved in a dairy or other livestock operation should consider whether their service requirements are different than the standard service with its inherent neutral-to- earth voltage. Members are encouraged to construct their facilities in ways that will satisfy the Members’ particular needs or requirements.
- E. If a Member suspects that neutral-to-earth voltages are affecting their dairy or other livestock operation, the Member shall inform the Cooperative in a timely manner.
- F. If a Member, their electrician, or their contractor requests a “stray voltage” or neutral- to-earth check, the test will be completed at no charge to the Member. Any such request will be acted upon by the Cooperative as soon as is reasonably possible. By requesting such a check, the Member agrees to cooperate with testing

and make their facilities available and accessible for reasonable inspection and testing by the Cooperative or its consultants for such periods of time as required to complete testing using the guidelines and procedures in sub-paragraph G.

- G. In responding to Members' concerns regarding neutral to earth voltage or "stray voltage" on their livestock facilities, and in interpreting test results, the Cooperative will use as guidelines the standards, levels of concern, practices and procedures outlined by the Public Service Commission of Wisconsin (PSCW) in Docket 05-EI-115, subsequent or related information from the PSCW, and scientific methods and information that, in the judgment of the Cooperative management and the cooperative's consultants are reasonable and generally accepted as reliable in the scientific community. Cooperative responses to Member complaints or concerns will be evaluated on a case-by-case basis, based on the facts and circumstances of each situation. The Cooperative shall only allow isolation on operating livestock farms. If a Member discontinues livestock operations, any Cooperative installed isolator will be removed.
- H. Where neutral isolation devices are installed, they will remain the property of the Cooperative and will be serviced by the Cooperative at no cost to the Member, unless the device is subject to vandalism or tampering, in which case the Member shall be responsible for the replacement costs of such device. No other equipment whether for protection, testing or other purpose shall be allowed on the Cooperative's transformer pole, pad mounted transformer or other facilities, unless the equipment has first been approved by the Cooperative.
- I. Where a neutral isolation device is installed, it is the responsibility of the Member to notify the Cooperative immediately if the Member has any electrical concerns about the neutral isolation device.
- J. Isolation on Request: The Cooperative will make available to Members with livestock confinement facilities, a service to isolate the Cooperative's primary system neutral from the Member's secondary neutral. Such service is considered nonstandard, but will be made available on the following basis:
 - 1. The Cooperative shall only allow isolation on operating livestock farms.
 - 2. The Member must complete an application requesting isolation, "Application for Isolation on Request" (Attachment A, subject to revision from time to time by the Cooperative).
 - 3. The Member must have the farm inspected and certified to be safe for isolation by a State licensed Electrical Inspector or State Certified Master Electrician, and the Cooperative must receive a copy of the certification in a form satisfactory to the Cooperative.
 - 4. The Cooperative Member shall allow testing on the farm, including in the animal confinement area(s) before and after the farm has been isolated. Testing shall also be allowed any time after the Cooperative makes changes

to the system that may impact neutral-to-earth voltage levels or animal contact voltages, or otherwise from time to time as may be requested by the Cooperative.

5. The Cooperative will notify and coordinate with other utilities in the area, as determined to be appropriate, regarding the request to isolate the farm.
6. The Cooperative will conduct reasonable investigation to determine if isolation requires further action or notice to other livestock facilities. Any costs required for modifications to the system to maintain a reasonable and adequate provision of power for other Members may be borne by the Member requesting isolation of the farm, at the discretion of the Cooperative.
7. The Cooperative shall require the property owner(s) and/or the Member(s) to sign an “Agreement for Non-Standard Service- Neutral Isolation.” (Attachment B subject to revision from time to time by the Cooperative).
8. The Member will be required to pay for the cost of any excess facilities or work requested beyond the basic isolator installation. These costs must be paid prior to installation.

K. Requests for Relocation of Services. A Member requesting service relocation will bear one hundred percent (100%) of the cost of such relocation. To relocate the primary distribution lines and equipment, a Member must apply in writing to request a service relocation using the Cooperative’s “Request to Relocate Service” form, (Attachment C subject to revision from time to time by the Cooperative).

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 29, 2019
Date Revised: August 29, 2023
Date Revised: September 26, 2023

ATTACHMENT A

APPLICATION FOR ISOLATION

Isolation requires the separation of any other interconnections to the Jump River Electric Cooperative Inc.'s (the "Cooperative") system. List below any other utilities involved so that the Cooperative can attempt to notify those utilities, including but not limited to telephone, cable TV, and natural gas utilities. This is needed to assure that any other utility grounding system does not provide a direct interconnect between the primary and secondary neutral systems intended to be separated. This request will serve as a notice to make the needed changes to achieve the separation and notify the utility personnel of any hazards separation may pose to the operation of their system.

LOCATION OF PENDING ISOLATION

NAME: _____ FIRE NUMBER: _____

ACCOUNT NUMBER: _____ ADDRESS: _____

_____ CITY _____

STATE _____ ZIPCODE _____

HOME PHONE: _____ FARM PHONE: _____

DO YOU HAVE THE FOLLOWING UTILITIES? IF SO, LIST.

TELEPHONE: _____

CABLE TV: _____

NATURAL GAS: _____

OTHER: _____

Signature of Cooperative Member Date

Signature of Cooperative Member Date

ATTACHMENT B

AGREEMENT FOR NON-STANDARD SERVICE: NEUTRAL ISOLATION

THIS DOCUMENT CONTAINS A RELEASE, HOLD HARMLESS AND INDEMNIFICATION AGREEMENT

PLEASE READ THIS DOCUMENT CAREFULLY BEFORE SIGNING

I/We _____ are member(s) of the Jump River Electric Cooperative, Inc. (the "Cooperative") and receive electric service from the Cooperative at the premises located at _____, Wisconsin.

Location Account Number: _____.

I/We have requested that the Cooperative disconnect the common bond between the utility primary (7,200 volt) system neutral and the (120/240 volt) premises electrical system neutral and install a neutral isolator/coupler.

I/We realize that if the Cooperative, pursuant to this request, modifies the standard connection between the primary and secondary by disconnecting the permanent neutral bond, a potentially hazardous situation is created on the farm premises.

I/We understand that the Cooperative in no manner warrants the operation of the isolator/coupler. The Cooperative has cautioned me that it is subject to device failure. I understand if a device failure occurs and remains undetected, the farm could be subject to excessive voltages with the associated risk of serious injury to persons or property.

I/We realize that failure of the neutral isolator/coupler device cannot be detected by visual or audible means prior to, during, or after its failure. Tests on this device are only an indication of its serviceability. The Cooperative shall provide simple device testing and inspection from time to time, designed only to detect major malfunctions of the unit.

I/We agree to notify the Cooperative of any unusual conditions or suspected malfunctions of the neutral isolator/coupler device, and the Cooperative shall then immediately reconnect primary and secondary neutrals until a replacement unit can be obtained and installed or the apparent problem resolved.

I/We understand that, due to the necessity of installing the neutral isolator/coupler device in a location near the Cooperative's transformer, the location of the device is considered hazardous for non-Cooperative personnel. I/We agree not to allow any tampering with the neutral isolator/coupler device, its connections, or any other Cooperative equipment on our property by ourselves or any person, other than an authorized representative of the Cooperative.

I/We hereby agree to allow stray voltage testing in the animal confinement area and on my/our premises before and after the farm has been isolated. Testing must also be allowed any time after the Cooperative makes changes to the system that may impact neutral-to-earth voltage levels or animal contact voltages.

I/We understand that this request is made without relying upon any representations made by the Cooperative or its agents including any representation as to the effectiveness of the device to satisfy my particular concerns.

I/We agree to pay for the modifications required to implement this non-standard service as follows:

Costs to be paid prior to installation to modify existing facilities: \$ _____.

Cost to be paid monthly for installation, operation, maintenance, and testing of the isolator/coupler of \$ _____ per month to be applied to my electric service account as a facility surcharge on the location account number shown above.

RELEASE, INDEMNIFICATION AND HOLD HARMLESS PROVISIONS

I/We for myself/ourselves and all other persons or organizations affiliated with us, agree that the Cooperative is released from liability and is immune from civil liability for any injury we may sustain that is related to the installation and/or operation of the isolator(s). I/We also agree to indemnify, defend and hold the Cooperative harmless from liability (including reasonable attorneys fees and expenses of investigation) for any injury that we or anyone else claim is related to the installation and/or operation of the isolator.

We have read and understand the terms of this agreement including the release, indemnification and hold harmless agreement provisions. We enter into this agreement voluntarily on behalf of ourselves and all persons, organizations and entities affiliated with us. We understand the terms of this agreement are contractual.

I/We understand all of the above considerations and have full authority to execute this Agreement and to comply with its terms.

Signature(s) Must Be Notarized-Notarization Attached

_____ Date	_____ Property Owner(s) Signature
_____ Date	_____ Property Owner(s) Signature
_____ Date	_____ Member(s) Signature <i>(Required if different from property owner)</i>
_____ Date	_____ Dairy Operators(s) Signature <i>(Required if different from property owner or Member)</i>

Notarization

State of Wisconsin

County of _____

This AGREEMENT FOR NON-STANDARD SERVICE: NEUTRAL ISOLATION document was signed before me by:

this _____ day of _____, 202____.

(Signature of Notary)

(Print Notary Name)

Notary Public State of Wisconsin

My commission expires:_____

ATTACHMENT C

REQUEST TO RELOCATE SERVICE, RELEASE, HOLD HARMLESS AND

INDEMNIFICATION AGREEMENT –

PLEASE READ CAREFULLY BEFORE SIGNING

I/We hereby request the Jump River Electric Cooperative, Inc. (the “Cooperative”) to relocate the electric service to my/our farm. I/We understand that relocating the service may cause a voltage drop in the secondary line to my/our farm. A voltage drop means that a level of voltage available at member locations where equipment is being used or electricity is being demanded may be lower than adequate for motors, equipment and other electrical demands needed by the member. I/We understand that lower than adequate voltage may be harmful to my/our motors, equipment, or property by other utilities, such as a water supplier, telephone service provider, and other utility interconnections. I/We understand that the Cooperative is responsible for the service only to the meter, and my/our responsibility will begin at that point. I/We agree to pay the cost, as estimated, to relocate the service. I/We understand that relocating the service may cause stray voltage and/or increase neutral-to-earth voltage levels on my/our farm. **I/We agree to release, indemnify and hold the Cooperative harmless from any damages, or injury, or liability (including reasonable attorney’s fees and expenses of investigation) from any voltage drop and/or stray voltage caused by relocating the service.**

NOTE: The amount due plus this form must be completed and returned to the Cooperative prior to scheduling service relocation. The Member’s electrician must be present when service is relocated.

LOCATION

Name: _____ Account Number: _____

Address: _____

City: _____, WI Zip: _____ Phone #: _____

Signature(s) Must Be Notarized-Notarization Attached

Date

Property Owner(s) Signature

Date

Property Owner(s) Signature

Date

Member(s) Signature
(Required if different from property owner)

Date

Dairy Operator(s) Signature
(Required if different from property owner or Member)

Notarization

State of Wisconsin

County of _____

This Request to RELOCATE SERVICE, RELEASE, INDEMNIFICATION AND HOLD HARMLESS AGREEMENT document was signed before me by:

this _____ day of _____, 202____.

(Signature of Notary)

(Print Notary Name)

Notary Public State of Wisconsin

My commission expires:_____



Member Policy No. 309

I. **SUBJECT:** Line Extensions & Distribution Service Changes

II. **PURPOSE:**

The purpose of this policy is to set forth guidelines that the Cooperative and its Members shall follow for establishing line extensions or distribution service changes.

III. **POLICY:**

A. New Services

1. The Cooperative shall extend service on an area coverage basis in accordance with this policy.
2. Members requesting a line extension for a new service shall pay the following fees in accordance with the Cooperative's Price List.
 - a. New service fee.
 - b. Applicable footage charges.
 - c. Applicable road bore charges.
 - d. Any additional costs incurred above normal underground installation costs, including but not limited to water crossings, rough terrain, and engineering.
3. All extensions shall be underground unless Cooperative management determines otherwise.
4. The Cooperative shall refrain from making extensions involving water crossings due to maintenance and outage problems, and such extensions shall first be approved by the GM/CEO on a case-by-case basis.
5. Each extension, distribution, or secondary shall be considered by the Cooperative on its merits. The Cooperative shall determine the route for the cable and the location of any underground equipment, including pedestals and metering points.

6. All applications for underground service must be received on or prior to October 20th.
7. In the event the underground distribution facilities must be installed in frozen ground, rock, or in areas in which excavation is abnormal and difficult, the Member shall pay any additional costs incurred due to such conditions.
8. The Cooperative shall open the required trenches for primary and secondary construction and shall backfill only to the extent that a safety hazard does not exist. Finished leveling, sodding, or seeding shall be the expense of the Member requesting service. Joint use of trench facilities with other utilities will be allowed by permit only.
9. The underground cable will be installed so that no buildings or other similar structures, including but not limited to decks, patios, septic systems, and garages, are over or within any distance that would cause a code violation. If a building or similar structure is built over the underground cable, the Cooperative shall notify the Member of the code violation and request a meeting with the Member to determine remedial action. Any remedial costs shall be the responsibility of the Member. If a meeting between the Cooperative and the Member cannot be arranged, the Cooperative shall make necessary corrections to the Cooperative's distribution facilities and bill the Member for such corrections.
10. The Cooperative shall not be liable for damage to landscaping, fences, sidewalks, driveways, or other obstructions incident to the installation, maintenance, or replacement of underground distribution facilities, unless caused by the Cooperative's own negligence.
11. Any quotations given pursuant to this policy by the Cooperative shall be valid for sixty (60) days from the date of quotation.
12. Members requiring multi-phase service or Large Power Service shall be subject to the same contract provisions as described herein, except the Member shall pay the actual cost of construction and this may include the material and transformer costs.
13. The Cooperative may, in its discretion, enter into an electric service agreement with a Member for multi-phase service or Large Power Service with individualized terms that vary from this policy.
14. All recording costs under this subsection shall be paid by the Member.

15. Additional costs that may be incurred, other than the Cooperative's regular construction costs, shall be paid by the Member.
16. If a new service requires a line extension agreement, the Member requesting service shall furnish and authorize the Cooperative to secure an up-to-date record check at the Member's expense.

B. Service Changes

1. If a Member requests conversion from existing overhead distribution facilities to underground distribution facilities, the Member shall pay all costs as they may apply plus the cost of removal of the overhead distribution facilities, which shall be paid in advance of the Cooperative commencing work.
2. Members desiring an underground service from overhead wires must bear excess cost incidental thereto. Specifications and terms for such construction shall be furnished on request. The Cooperative shall be receptive to and realistic in the Member's request and desire for underground service.
3. Members desiring a service change for increased capacity or relocation may be charged in accordance with the Cooperative's Price List.

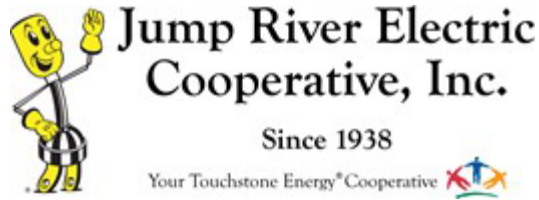
C. Easements

1. Easements shall be granted at no expense to the Cooperative and pursuant to Member Policy No. 320.
2. The underground easement form shall provide the Cooperative with access to a thirty (30) foot right-of-way and a minimum of twelve (12) feet cleared and maintained free and clear of any obstructions for traveling purposes.
3. The easement strip shall be graded to a level, which will not be above or more than four (4) inches below finished grade, prior to the time installation or underground distribution facilities are commenced by the Cooperative.
4. The Cooperative shall be notified in advance of any change of grade after the installation is made.
5. The Member shall pay additional costs incurred by the Cooperative due to any change.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 3, 2019
Date Revised: January 31, 2023



Member Policy No. 310

I. SUBJECT: Interconnection with Distributed Energy Resources

II. PURPOSE:

The purpose of this policy is to support the interconnection of Members' distributed energy resources (DER) with the Cooperative's electric system in a manner that fosters safety, reliability, and cost fairness.

III. POLICY:

- A. This policy applies to any Member with energy facilities operated by that Member at the Member's service location seeking to interconnect with the Cooperative's electric system.
- B. This policy prescribes a fair, reasonable, and nondiscriminatory procedure through which a Member may interconnect distributed energy resources with the Cooperative.
- C. The guidelines and procedures established by this policy are supplemented and further defined by the procedures, rules, requirements, and specifications set forth in the Interconnection Requirements of Wisconsin Electric Cooperatives (IRWEC), the Cooperative's DER Application, and Interconnection Agreement, as those documents may be amended by the Cooperative from time to time.
- D. Unless otherwise modified in this policy or in the Cooperative's DER Application and Interconnection Agreement, the Cooperative generally follows the technical standards of the IRWEC as they relate to application, contracting for service, design requirements, equipment certification, and testing. The Cooperative generally follows the technical standards of the IRWEC on a voluntary basis. Nothing in this policy or any other policy of the Cooperative shall be construed as conferring PSC jurisdiction over the Cooperative. Nothing in this policy or any other policy of the Cooperative shall be construed as creating a right to appeal a decision of the Cooperative to the PSC.
- E. Sales to Members are subject to the terms of rate schedules applicable to the class(es) of service under which the Member receives electrical service from the

Cooperative, as those rate schedules may be amended by the Cooperative.

- F. Unless otherwise specified in this policy or in the applicable DER Application or Interconnection Agreement, all interconnected systems are governed by the policies and procedures in place for the general membership as established by the Board, as those policies and procedures may be amended.
- G. As a smaller distribution utility, the Cooperative's electric system was not designed with the capability to interconnect with and receive output from large, distributed energy resources, and costs to be charged to the Member for necessary upgrades to the Cooperative's system may not be cost-effective for the Member. Therefore, the Cooperative may recommend that a larger distributed energy resource consider seeking interconnection with another electric utility which may require less costly upgrades to its system to facilitate interconnection. Notwithstanding the foregoing, the Cooperative shall comply with its obligations under PURPA, as applicable.
- H. Procedure and Conditions for Interconnection
 1. The Cooperative reserves the right to refuse interconnection if it is suspected that that such interconnection will adversely affect the safety of Cooperative personnel or the public, distribution system operations, reliability, or service to other members.
 2. Anyone seeking to interconnect with the Cooperative's electric system shall be a Member of the Cooperative in accordance with the Bylaws and policies established by the Board and adhere to the Cooperative's rules and regulations.
 3. Any Member seeking to interconnect with the Cooperative's electric system pursuant to this policy should first contact the Cooperative and request a DER Application and Interconnection Agreement.
 4. At the time of submitting the DER Application to the Cooperative, the applicant shall pay the applicable application review fee, engineering review fee, and distribution system study fee, as set forth in the Cooperative's price list. The applicant shall also satisfy insurance requirements as set forth in the IRWEC, Interconnection Agreement, and Wis. Admin. Code § PSC 119.05 (adopted as a guideline by the Cooperative under this policy), as amended. DER Applications submitted without the applicable application review fee will not be considered by the Cooperative.
 5. The DER Application must be completed to the Cooperative's satisfaction.
 6. The Interconnection Agreement must be completed to the Cooperative's satisfaction.

7. As part of the Cooperative's standard application process, each Member-applicant shall submit plans to the Cooperative for review to assure compliance with all applicable policies, rules, laws, regulations, and other requirements for interconnection.
8. The Member's DER facilities shall be inspected and found compliant with applicable code, laws, and regulations prior to interconnection approval. All DER facilities, at their own expense, shall undergo commissioning tests including anti-islanding capabilities prior to interconnection approval. The Cooperative may hire specialists for additional inspection and testing at the Cooperative's expense. All inspections and testing must be witnessed by Cooperative personnel or another individual identified by the Cooperative as authorized to represent the Cooperative for purposes of observing the inspection and testing of the facilities.
9. If during the application process the Cooperative determines that the Member's DER facilities do not meet the requirements of this policy, the IRWEC, the DER Application, or the Interconnection Agreement, the Cooperative may deny the Member-applicant's request for interconnection and/or require modification of the request and will provide the Member-applicant with an explanation of the reasons for the denial or required modification.
10. Authorization to interconnect must be in writing from the Cooperative and may only be granted by the Cooperative if the applicant demonstrates compliance with the requirements of this policy to the Cooperative's satisfaction. Written authorization shall not relieve the applicant from responsibility for installing, operating, and maintaining facilities in a satisfactory, safe, and legally compliant manner.
11. If at any time the Cooperative determines that the Member is failing to conform to this policy, including operating interconnected DER facilities in a manner that does not conform with the Cooperative's policies, the DER Application, and/or the Interconnection Agreement, the Cooperative may require the Member to disconnect the facility from the Cooperative's system. If the Member fails to immediately comply with a disconnect notice received from the Cooperative, the Cooperative reserves the right to make such disconnection and to discontinue electric service to the Member as the Cooperative may deem necessary. If the Cooperative determines that a Member is no longer operating a DER facility in a manner consistent with the requirements of PURPA and its regulations, the IRWEC, the Interconnection Agreement, or other applicable law or requirements, the Cooperative will no longer be obligated to purchase any energy or capacity made available by the DER.
12. The Member is responsible for installing, operating, and maintaining their DER facilities in a satisfactory and safe manner. By interconnecting with

the Cooperative's system under this policy, the Member acknowledges and agrees that Cooperative personnel have the right to reasonably enter upon the Member's property to ensure meter accuracy and the facility's continued compliance with applicable policies, rules, laws, regulations, and other requirements.

I. Equipment Related to Interconnection

1. The Member is responsible for obtaining and maintaining all equipment and wiring on the Member's side of the interconnection at the Member's expense, except the Cooperative may require that service metering equipment be furnished and installed by the Cooperative at the Member's expense.
2. If upgrades or modifications to the Cooperative's electric system are required to interconnect the Member's facility, the Member shall pay the cost of these changes.

J. Rates

1. For facilities with a maximum export capacity of 20 kW and less:
 - a. For net metered interconnections, see Member Policy No. 311.
 - b. For interconnections that are not net metered, purchases of electricity from the Member's facility will be made on a kWh basis at the Cooperative's Avoided Cost rate for the billing period.
2. For facilities with a maximum export capacity over 20 kW but less than 40 kW, purchases of electricity from the Member's facility will be made on a kWh basis at the Cooperative's Avoided Cost rate for the billing period.
3. For facilities with a maximum export capacity of 40 kW and greater, proposals shall be reviewed pursuant to the Cooperative's contractual obligations, including those with Dairyland Power Cooperative, and all applicable law and requirements. Rates paid by the Cooperative for capacity and energy delivered to the Cooperative may be negotiated by the Member and Cooperative, provided the Cooperative is not obligated to pay a rate exceeding Avoided Cost.
4. The Cooperative may credit payment for purchases against the Member's current bill for electric service or any past due amount owed to the Cooperative by the Member.

K. Other Requirements

1. The Interconnection Agreement will require the Member's agreement to protect, indemnify, and hold harmless the Cooperative and its officers, agents, and employees from any and all claims, demands, suits, liability, and expense (including attorney's fees) brought by third parties and arising from the installation, operation, modification, maintenance, or removal of any facility interconnecting with the Cooperative under this policy.
 2. The Member shall maintain general liability insurance on a per occurrence basis and in the amount(s) specified in the IRWEC, the Cooperative's Interconnection Agreement, and Wis. Admin. Code § PSC 119.05, as amended, for the applicable nameplate capacity. Additionally, the Member shall name the Cooperative as a Certificate Holder for facilities with a maximum export capacity of 20 kW or less and as an additional insured for those greater than 20 kW. The Member shall annually provide the Cooperative with proof of insurance and shall notify the Cooperative within thirty (30) days of any termination or modification of the insurance coverage.
 3. In the event a DER facility is transferred to a new owner, the new owner must complete and submit a DER Change of Ownership Form to the Cooperative by the service transfer date. Failure to complete this process will relieve the Cooperative of any obligation to purchase energy or capacity made available by the facility.
- L. The Cooperative reserves the right to modify this policy in its sole discretion at any time, including the procedures, rates, terms and conditions, forms of agreement and application, and approval process. No interconnection shall be deemed approved unless and until the Cooperative has approved the DER Application in writing and accepted an executed Interconnection Agreement with the Member, the Member has paid all applicable fees or interconnection costs, and the Member has otherwise complied with the Interconnection Agreement, the requirements of membership, and this policy.

IV. RESPONSIBILITY:

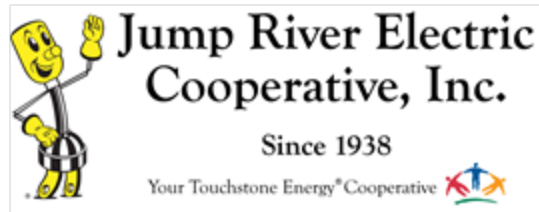
The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 3, 2019

Date Revised: February 27, 2024

Date Revised: April 28, 2026

PREVIOUSLY MEMBER POLICY NO. 10



Member Policy No. 311

I. **SUBJECT:** Net Metering

II. **PURPOSE:**

The purpose of this policy is to provide guidelines for both the Cooperative and its Members to follow when utilizing net metering.

III. **POLICY:**

- A. This policy is subject to the interconnection with distributed energy resources (DER) terms and conditions in Member Policy No. 310.
- B. Net metering and billing is an accounting mechanism whereby Members who generate a portion or all of their own retail electricity have the capability to sell excess energy, if any, back to the Cooperative pursuant to this policy.
- C. For net metered interconnections with DER facilities with a maximum export capacity of twenty (20) kW and less that are interconnected with the Cooperative on or before June 1, 2024:
 1. The Cooperative treats energy consumed and generated as offsets of each other, kWh for kWh, and allows over-generation to be banked for future use. If the Member uses more energy than they generated, the Member shall only pay for the kWh that exceeds their generation (all other charges such as facility charges, PCA, taxes, etc. still apply). Any amount due is payable to the Cooperative on the regularly scheduled monthly due date. If the Member generates more than they consume, the generated kWh that exceeds consumption is banked to offset usage in future months when the member generates less than they consume.
 2. The Cooperative will reconcile the banked kWh in January (Jan. 1-Dec. 31 look-back) of each year for any kWh remaining in the bank and pay the balance of the banked kWh at the average avoided cost rate during the previous twelve-month period. The banked amount will then be set to 0 kWh. The payment of the balance will be in the form of a bill credit unless the Member requests a direct payment for the balance.

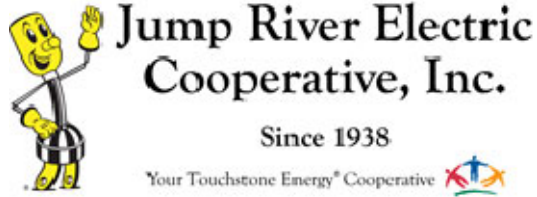
The terms of this Section C will terminate on December 31, 2033, and will no longer be in effect from that date forward.

- D. DER facilities of twenty (20) kW and less that are interconnected with the Cooperative after June 1, 2024, the energy consumed and generated offset each other, kWh for kWh. If the Member uses more energy than they generated, the Member shall pay only for the kWh that exceeds their generation (all other charges such as facility charges, PCA, taxes, etc. still apply). Any amount due is payable to the Cooperative on the regularly scheduled monthly due date. If in any month the Member generates more than they consume, the Cooperative will credit the Member for the generated kWh that exceeds consumption at the Avoided Cost rate applicable to that month. Commencing January 1, 2034, the terms of this Section D apply to all net metered interconnections with DER facilities of twenty (20) kW and less.
- E. The rates for sales and purchases of electricity may change over time due to Cooperative Board approved rate changes.
- F. Metering for dual-fuel or off-peak heat installations must be wired in parallel such as through a double or triple-meter socket. Any kWh's used for a dual-fuel or off-peak heat installation will not be offset by kWh generation from a net metered connection and will be billed at the applicable rate on the current rate schedule.
- G. The Cooperative reserves the right to establish a maximum penetration threshold for net metered DER to limit the total kW of interconnected generation that may qualify for net metering.
- H. The Cooperative reserves the right to modify this policy in its sole discretion at any time, including the procedures, rates, terms and conditions.

IV. **RESPONSIBILITY**

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 3, 2019
Date Revised: June 28, 2022
Date Revised: July 26, 2022
Date Revised: February 27, 2024
Date Revised: April 28, 2026



Member Policy No. 312

I. **SUBJECT:** Disconnection & Reconnection

II. **PURPOSE:**

The purpose of this policy is to set forth guidelines the Cooperative and its Members may follow in the disconnection and reconnection of electric service.

III. **POLICY:**

A. **Disconnection of Service.**

1. Members disconnected and reconnected at the same place, within a twelve (12)-month period, and Members disconnected for non-payment and requesting reconnection will be billed in accordance with Member Policy No. 315. Retroactive billing may also apply.
2. If a Member is delinquent in paying their bill, the Cooperative shall:
 - a. Mail a disconnect notice by first-class postage no less than ten (10) days prior to the collection or disconnect date to the Member of the past due account.
 - b. Attempt to contact the Member by automated telephone calls, text messages, and/or email.
3. For any disconnection to a Residential Service for non-payment, the Cooperative may notify the local law enforcement agency of the disconnect.
4. If a Member requests a payment arrangement with the Cooperative, the Cooperative may offer a deferred payment agreement, provided the terms of the agreement are within the reason and the ability of the Member. If the Member defaults on the deferred payment agreement, the Member's account shall be subject to disconnect without further notice from the Cooperative.
5. If a Member is delinquent in paying their bill after being duly notified as discussed above, the Cooperative shall either collect the amount due, discontinue service, or install/program a 30/30 limited meter. The 30/30

limited meter will provide the Member full power for thirty (30) minutes and no power for thirty (30) minutes on a continued cycle.

B. Cooperative's Right to Discontinue Service.

1. The Cooperative reserves the right to discontinue the supply of electric service to any Member without notice for any of the following reasons:
 - a. Where dangerous or hazardous situations exist, as determined by the Cooperative, for as long as the situation exists.
 - b. Where the Cooperative service is being obtained by potentially unsafe devices or methods that stop or interfere with the proper metering of the service, as determined by the Cooperative.
 - c. For unauthorized reconnection after disconnection.
 - d. For unauthorized use of or tampering with the Cooperative's distribution facilities or service.
 - e. For failure to comply with a deferred payment agreement.
2. The Cooperative reserves the right to discontinue the supply of electric service to any Member with reasonable notice, for any of the following reasons:
 - a. For violation of the Articles, Bylaws, Board Policies, and Member Policies of the Cooperative and applicable laws, rules, and regulations.
 - b. Where the Member's use of service adversely affects the Cooperative's distribution facilities or service to others, provided the Cooperative has provided the Member with notice of such situation and the Member has failed to remedy the situation.
 - c. For failure to fulfill contractual obligations.
 - d. For failure to provide reasonable access to the Member's premises.
 - e. For failure to pay any bill within the established collection period.
 - f. For failure to provide deposits as provided in the Member Policies.
 - g. Upon written notice from governmental inspection authorities of condemnation of the Member's facilities or premises.

4. The Cooperative reserves the right to postpone connection in the event of an emergency situation or if other circumstances beyond the Cooperative's reasonable control prevent the Cooperative from reconnecting service the same day.

F. Reconnection After Non-Payment.

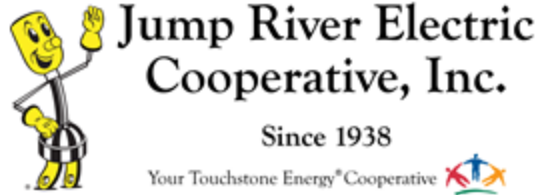
1. Upon receipt of all required payments and deposits prior to 8:00 p.m., Monday through Friday (excluding observed holidays), the Cooperative will make reasonable efforts to reconnect service the same day.
2. For payments received after 8:00 p.m., reconnection of service will be scheduled for the following business day.
3. The Cooperative will not reconnect service of a 30/30 limited meter after 4:00 p.m. on a regular business day or on a Saturday, Sunday, or holiday.

G. Reconnection Other Than Non-Payment. Requests for same day connection outside normal business hours, the Cooperative will handle on a case-by-case basis.

IV. RESPONSIBILITY

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: February 26, 2019
Date Revised: July 26, 2022
Date Revised: February 24, 2026



Member Policy No. 313

I. **SUBJECT:** Idle Services

II. **PURPOSE:**

The purpose of this policy is to set forth a systematic method of retirement of Idle Services.

III. **POLICY:**

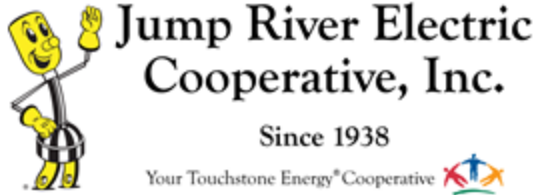
- A. If a service remains idle for twenty-four (24) months or longer, the Cooperative may, at its discretion, notify the Member that an Idle Service is located on their property and give the Member the option to either retain or remove the Idle Service. If the Member elects to retain the Idle Service, the Member shall pay a monthly or yearly fixed cost of delivery charge. If the Member elects to remove the Idle Service or if no response is received within the time period set forth in the notice, no further notification will be sent to the Member, and the Cooperative may remove the Idle Service.
- B. If a Member requests reconnection of a retained Idle Service, the Member shall agree to a twelve (12) month commitment for service. In the event the service is disconnected within the commitment period for any reason, the Cooperative may require the Member to immediately commence payment of a monthly or yearly fixed cost of delivery charge or the service will be subject to immediate removal.
- C. If an Idle Service has been removed and electric service is requested at the same location, the request will be treated as a new service. All costs associated with a new service installation will be calculated in accordance with the applicable Member Policies in effect at the time of request.

IV. **RESPONSIBILITY:**

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 3, 2019
Date Revised: October 25, 2022

PREVIOUSLY MEMBER POLICY NO. 13



Member Policy No. 314

I. **SUBJECT:** Deposits

II. **PURPOSE:**

The purpose of this policy is to set forth all deposits associated with the services provided by the Cooperative and payable by the Members.

III. **POLICY:**

A. Deposits – New Members – Single Phase

1. The Cooperative shall require each new member to have a soft pull credit check. The results of the credit check will determine the amount of deposit needed.
2. To minimize subsidy of unpaid bills by other members, in addition to the foregoing, the Cooperative may require a deposit from a new member for any of the following reasons:
 - a. The member has an outstanding balance on a prior account with the Cooperative, and, at the time of the request for new service, such account remains unpaid and not in dispute.
 - b. The Member has, in the past, used electric service in an unauthorized manner.
 - c. The Member does not own the property for which he is applying for service.

B. Deposits – Existing Members – Single Phase

1. The Cooperative may require a deposit or soft pull credit check as a condition for additional services due to any of the following:
 - a. The member has been issued a notice of disconnection due to non-payment or has been disconnected due to non-payment.
 - b. In an unauthorized manner, the member has interfered with or diverted the service of the Cooperative.

C. Deposits – Three Phase or Large Power Service

1. If the credit of a Member applicant for new Commercial Service or Large Power Service has not been established satisfactory to the Cooperative, the member may be required to deposit a sum not to exceed the estimated gross bills for two (2) months. In determining whether or not a Member has satisfactorily established its credit, the Cooperative may consider the following factors before requiring a deposit:
 - a. A soft pull credit check.
 - b. Whether the Member is a tenant on the premises to be served, regardless of whether the owner of the premises is a guarantor of payment.
 - c. Assets of the business belonging to the Member.
 - d. The financial condition of the Member's business, as shown by financial statements.
 - e. The type of business, including whether or not seasonal in nature.
 - f. The estimated size of the Member's bills.
 - g. The Member's relevant business experience and knowledge.
 - h. Large load infrastructure, in which case the Cooperative will require a written contract and/or deposit.
 - i. Any other information that the Cooperative deems appropriate.

D. Deposits – Buildings Moves

1. To ensure reimbursement to the Cooperative of the expenses involved in the moving of buildings, the Cooperative may charge a deposit to cover all of the expected costs, which includes all labor, transportation, overheads, materials, revenue erosion, plant devaluation, and any related expenses.
2. The deposit shall be collected at least two (2) weeks prior to the scheduled move date.
3. When the move is completed, and the actual costs are totaled, if the deposit exceeds the actual cost, a refund shall be made to the individual who made the deposit. If the actual cost exceeds the deposit, the individual shall be billed for the excess charges.

4. House moves shall be done between May 1st and November 1st. Any other moves are at the discretion of the Cooperative.
5. All cancellations for building moves shall be made at least three (3) business days prior to the move date. Failure to do so will subject the individual to a five-hundred-dollar (\$500.00) penalty and any additional cost invested by the Cooperative, which shall be retained from the deposit.

E. Deposits – Disconnected Accounts

1. If an account has been disconnected for non-payment, a minimum deposit shall be collected by the Cooperative prior to reconnection of the greater of: the total two (2) highest bills that the member had in the previous twenty-four (24) months prior to the disconnection, or an amount equal to the amount the member owed to the Cooperative when the account was disconnected or turned over to a collection agency.

F. Deposits – Bankruptcy

1. A member who files bankruptcy shall, within twenty (20) days after the filing of the bankruptcy petition pay a deposit to the Cooperative of the total two (2) highest bills that the member had within the previous twenty-four (24) months or the amount equal to bankruptcy total.
2. In the event the member provides proof that the member's electric usage will be lower in the future than that of past usage patterns, the Cooperative may agree to a lower deposit.
3. In the event the member objects to paying or does not pay the deposit, the Cooperative may discontinue service.

G. Deposits – Other

1. Required deposit amounts determined by a soft pull credit check shall be up to three-hundred-dollars (\$300). Any member refusing to provide a soft pull credit check will automatically be charged a deposit of three-hundred-dollars (\$300).
2. A portion of the deposit under this policy may be refunded or credited to the member's account if a member has made payments on time for twelve (12) consecutive months at the discretion of the Cooperative.
3. Deposits shall be credited to the final billing when electric service is terminated. A refund shall be made to the member if the deposit amount exceeds the final bill.

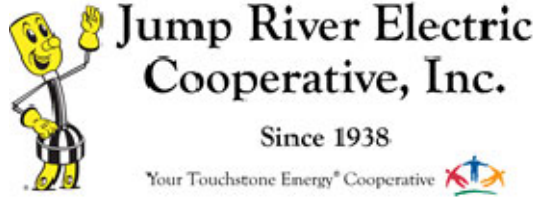
4. No interest shall accrue or be paid on deposits placed with the Cooperative for service.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: February 26, 2019

Date Revised: October 25, 2022



Member Policy No. 315

I. **SUBJECT:** Fees

II. **PURPOSE:**

The purpose of this policy is to set forth the guidelines for charging fees associated with services provided by the Cooperative and payable by the Members.

III. **POLICY:**

A. New Members shall pay fees for work performed in accordance with the Cooperative's Price List.

These fees will be inclusive of the following:

1. Transfer or service connection fee.
2. Any applicable deposit as determined by a soft pull credit check.

B. If an account has been disconnected for non-payment, the Member shall pay applicable fees in accordance with the Cooperative's Price List and follow the guidelines as outlined in Member Policy No. 312 Disconnection & Reconnection prior to being reconnected.

C. Members disconnected and reconnected at the same place within a twelve (12) month period shall be billed the fixed cost of delivery charge retroactive to the date of disconnection, plus a disconnect and reconnect fee in accordance with the Cooperative's Price List.

D. If a Member makes a request for same day reconnection outside normal business hours, a service call fee may be charged.

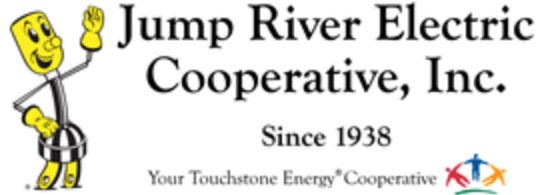
E. Services shall not be furnished to new Members until any indebtedness to the Cooperative for any previous service has been satisfied unless the account has been disconnected during a moratorium. If the account was disconnected during a moratorium, arrangements for payment acceptable to the Cooperative may be made. Prior debts referred to herein include the amount due to the meter reading on the date service was disconnected.

- F. The Cooperative shall compute bills for regular service monthly from readings taken on the first (1st) day of each month.
- G. Unless otherwise provided for, when a Member receives service for any other period than that included between two (2) regular meter reading dates, the Member's bill shall be computed, in accordance with the following:
 - 1. The actual use in kilowatt hours (kWh) and any applicable kilowatt (kW) demand charges for the period between meter readings shall be computed under the applicable rate schedule.
 - 2. The fixed cost of delivery charge for the period between readings shall be prorated by dividing the fixed cost of delivery by thirty (30) and then multiplied by the number of days in the period between meter readings.
 - 3. Applicable charges, including but not limited to, taxes and power cost adjustments (PCAs).
- H. All bills for regular monthly service are due within fifteen (15) days of the date the bill is compiled.
- I. In the event that the Cooperative does not receive a meter reading, an estimated bill shall be rendered in accordance with the established practices of the Cooperative.
- J. If a Member is delinquent in paying their bill, the Cooperative shall add a late fee penalty in accordance with the Cooperative's Price List to the current amount past due.
- K. The Cooperative may utilize small claims court and/or collection agencies to collect active or inactive accounts.
- L. If a Member is delinquent in paying their bill, the Cooperative may install a 30/30 limited meter and charge a disconnection fee to defray the expense of installing/programming of the 30/30 limited meter and a reconnection fee for the removal of the 30/30 limited meter on a regular business day.
- M. Any service calls handled by Cooperative employees that are not a part of regular operation of the Cooperative may be billed to the Member or party responsible for such service call at the actual expense of the Cooperative. An example of such service call is as follows: A Cooperative employee made an outage call and determined that the root of the problem was stemming from Member-owned circuit breakers.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 3, 2019
Date Revised: March 29, 2022
Date Revised: June 28, 2022
Date Revised: January 31, 2023
Date Revised: February 24, 2026



Member Policy No. 316

I. **SUBJECT:** Returned Payments

II. **PURPOSE:**

The purpose of this policy is to set forth the consequences of a Member's returned check or ACH payment.

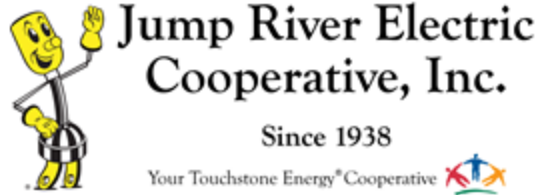
III. **POLICY:**

- A. If the Cooperative receives a returned check or ACH payment, the Cooperative shall attempt to inform the Member by writing or by telephone that the payment was returned, and that the Member shall make an alternate form of payment for the returned amount.
- B. If a Member's check or ACH payment is returned for the first time during each twelve (12) month period, there will be no service charge. For any subsequent returned checks or ACH payments, the Cooperative shall charge a thirty-five-dollar (\$35.00) service charge.
- C. If the Cooperative receives three (3) returned checks or ACH payments in a twelve (12) month period, the cooperative may refuse to accept check or ACH payments from the member for up to (12) twelve months after the most recent returned payment. If the Cooperative receives two (2) returned automatic ACH payments within a twelve (12) month period, the Cooperative may no longer allow the Member to use automatic ACH, and the Member will need to make payments through a different method.
- D. Late-payment and service charges shall still apply even if a Member predates a check or requests that a current check be held until a certain date.
- E. Insufficient funds, closed accounts, or payments stopped that were provided by a Member to either prevent an account from being disconnected for non-payment or to reconnect an account that was disconnected for non-payment subjects the account to immediate disconnection.
- F. A Member disconnected for non-payment under this policy shall be subject to reconnection charges and fees, as outlined in Member Policy No. 315.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: March 28, 2023



Member Policy No. 317

I. **SUBJECT:** Power Cost Adjustment (PCA) & Revenue Volatility Adjustment (RVA)

II. **PURPOSE:**

The purpose of this policy is to set forth the terms of how Power Cost Adjustments (PCA) and Revenue Volatility Adjustments (RVA) are handled. These adjustments are applicable to all electric service rates established by the Cooperative's Board of Directors, except the rental rates for dusk to dawn yard lights, or any rates that do not utilize a separate energy charge.

III. **POLICY:**

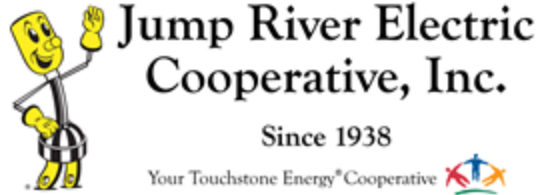
- A. There may be added to each monthly bill for electric service, an adjustment per kilowatt- hour (kWh) based upon adjustments from Dairyland Power Cooperative for the cost of purchased power or year-to-date operating margins.
- B. If Dairyland Power Cooperative initiates a PCA or RVA as a direct bill charge or credit on the cost of purchased power, it may be passed through, in whole or in part, to the Members at the discretion of the board.

IV. **RESPONSIBILITY:**

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: April 26, 2022
Date Revised: December 28, 2023

PREVIOUSLY MEMBER POLICY NO. 6A



Member Policy No. 318

I. **SUBJECT:** Signage

II. **PURPOSE:**

The purpose of this policy is to forbid the posting of any signs by Members or other individuals to the Cooperative's poles or structures.

III. **POLICY:**

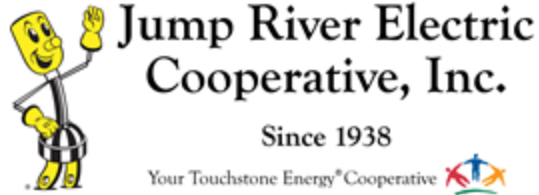
- A. Cooperative personnel are hereby authorized to remove all signs that are attached to the Cooperative's poles or structures or that they find attached to the Cooperative's poles or structures in the future.
- B. If any signs that were removed reappear on the Cooperative's poles or structures, such signs will again be removed at the expense of the Member who owns the property housing such poles or structures.
- C. The only signs permitted to be attached to the Cooperative's poles or structures are those placed by Cooperative personnel, such as "High Voltage" signs.

IV. **RESPONSIBILITY:**

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019

Date Reviewed: July 25, 2023



Member Policy No. 320

I. **SUBJECT:** Easements & Right-of-Ways

II. **PURPOSE:**

The purpose of this policy is to set forth the Cooperative's standards and requirements in regard to easements, rights-of-way, and tree cutting.

III. **POLICY:**

- A. Easements may be secured by authorized persons of the Cooperative. Members shall grant to JREC a perpetual and exclusive easement and right-of-way on the Member's property and consent to the entry by JREC upon such property to construct, reconstruct, re-phase, operate, repair, maintain, relocate or replace thereon or under the surface thereof all poles, cable, wire, or other attachments, equipment, accessories, or appurtenances necessary or appropriate for the transmission or distribution of electric energy and data and communication services to the Member's premises and the premises of other members, existing or future, under reasonable terms and conditions determined by JREC and the Cooperative shall have the right to enter upon and use the right-of-way granted without charge or cost to the Cooperative and in consideration of the connection and membership in the Cooperative. This requirement applies regardless of whether the easement is to serve the Member or any other member(s) of the Cooperative. The form of the easement shall be determined by the Cooperative.
- B. If it is necessary to pay for any rights, privileges, easements, surveys, or maps, the Member requesting service shall pay all costs involved and shall provide a reasonable advance deposit in an amount to be determined by the Cooperative.
- C. If the Cooperative is compelled by legal action or otherwise to pay for an easement, including but not limited to, any damages or penalties for prior use of property without an easement, provision of service to any occupant or owner, present or future, of any of the land over which such easement was compelled to be procured by payment of money may in the Cooperative's discretion be conditioned on repayment to the Cooperative in full of the amounts it paid to secure those rights along with annual interest thereon, determined using the Federal Funds Prime Rate, from the date of payment by the Cooperative.

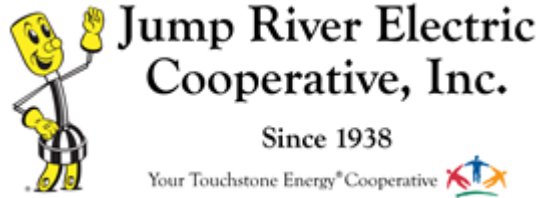
- D. Whenever there is a change of land ownership and the records of the Cooperative are changed to the new owners, at the Cooperative's request the new owners shall furnish the Cooperative with a written grant of easement on the form of easement determined by the Cooperative even if the Cooperative has an existing written easement from a former owner. The Cooperative, in its discretion, may condition continuation of service on receipt of that new easement.
- E. Construction of any line extension shall not be started until all easements involved have been properly secured.
- F. All easements shall be recorded with the applicable Register of Deeds.
- G. Tree Cutting
1. The Member shall provide a cleared right-of-way on all extensions of service in a manner and to the extent satisfactory to the Cooperative.
 2. The Cooperative is authorized to cut dangerous trees that could fall into the Cooperative's lines or equipment. These are trees that in the Cooperative's judgement are considered a fire hazard, lean toward the line, or pose a potential public safety hazard.
 3. Subject to paragraph 2, above the Cooperative may cut, trim, or top trees pursuant to the following:
 - a. If the Cooperative is clearing a right-of-way, the Cooperative will make an effort to contact the Member, either in person or in writing, before the work begins on trees within the right-of-way, if feasible.
 - b. Trees located outside of the right-of-way shall only be cut after contact with the Member has been made, unless the tree is a danger or in an emergency.
 4. The Cooperative may receive requests from Members and non-members to cut down trees that are close to the Cooperative's Distribution Facilities. If the Cooperative receives such a request, it shall be at the Cooperative's discretion as to whether the Cooperative cuts the trees or not.
 5. If the Member or his or her contractor is performing the tree cutting, the Cooperative will drop or disconnect the line at no cost to the Member, provided the Member gives the Cooperative sufficient notice.
- H. If the Cooperative determines that there is an existing hazard in the Member's wiring or that any structure erected by a Member could create a hazard by

coming in contact with the Cooperative's lines, the Member shall remove or correct the hazard within thirty (30) days of being notified of the same by the Cooperative or such shorter period as the Cooperative may specify based on its judgement of the hazard. Failure of the Member to remove or correct the hazard within the specified time shall be cause for the Cooperative to discontinue service until the hazard is removed or corrected. If legal action to force removal or correction is necessary, the expenses incurred by the Cooperative shall be charged to the Member, including court costs and attorneys' fees.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: November 28, 2023



Member Policy No. 321

I. **SUBJECT:** Member Inspection of Books & Records

II. **PURPOSE:**

The purpose of this policy is to ensure that Members have the right to inspect the books and records of the Cooperative and to provide guidelines that protect the confidentiality and privacy of Cooperative information.

III. **POLICY:**

- A. Copies of the Cooperative's Articles, Bylaws, Board Policies, and other rules, regulations, books, and records are on file at the Cooperative's office and, as and to the extent required by law, are open to inspection by Members. The above may be revised, amended, supplemented, or otherwise changed by action of the Board.
- B. Any Member or his or her agent or attorney may inspect the books and records of the Cooperative, subject to the following conditions and limitations:
1. The Member is acting in good faith;
 2. The inspection sought is for a proper purpose relating to the Member's interest in the Cooperative's business or affairs;
 3. The books and records sought to be inspected are pertinent to such proper purpose;
 4. In the reasonable judgment of the Cooperative, disclosure of the requested information to the Member would not adversely impact the best interests of the Cooperative;
 5. The books and records requested cover no more than the current and five (5) preceding fiscal years, unless, in the sole judgment of the Cooperative, there are extraordinary and compelling circumstances that warrant more extensive access; and
 6. The inspection is at a reasonable time.
- C. The Member's inspection shall be based upon a written request to the Cooperative on the Cooperative's "Application to Inspect Books and Records", a copy of which is

attached to this policy as Attachment A, which shall be made not less than one (1) week prior to the time of such requested inspection and which shall be submitted to the Cooperative electronically, by mail, or in person. In the request, the Member shall describe in detail the purpose of the request, including a specific explanation of what the Member will do with the information. A vague or non-specific explanation prevents the Cooperative from making an informed determination of good faith and proper purpose, which may cause denial of the request.

- D. The General Manager/CEO shall be responsible for the initial determination of whether to provide access to all or any portion of the requested records, including but not limited to the determination of good faith and proper purpose. In case of doubt, the General Manager/CEO may refer such determination to the Board, and, in the event of an adverse initial determination by the General Manager/CEO, the Member may appeal such initial determination to the Board. All determinations by the General Manager/CEO and the Board shall be provided to the requesting Member electronically, by mail, or in person. In all cases, any determination by the Board shall be final, subject to any ruling or order of a court having jurisdiction concerning the lawfulness of that determination under the applicable statute.
- E. The following books and records of the Cooperative shall not be open to inspection by any Member, except by specific authorization of the Board:
 - 1. Personnel actions, such as promotions, demotions, and disciplinary matters;
 - 2. Compensation information of individual employees, except when and to the extent the information is required to be disclosed on IRS Form 990;
 - 3. Trade secrets and like information where disclosure might cause competitive disadvantage to the Cooperative;
 - 4. Price or bid quotations for equipment, materials, appliances, fuel, insurance, etc., prior to acceptance;
 - 5. Information subject to a formal non-disclosure agreement entered into in the usual course of business;
 - 6. Confidential intra-office memoranda or communications;
 - 7. Financial books or records if the Cooperative is subject to any legal duty to preserve the confidentiality of or protect the privacy of information contained in the financial books or records;
 - 8. Material or communications possibly libelous in nature;
 - 9. Individual Member information, such as billing data, communications, and other information identified by Member name; and

10. Information subject to a legal privilege or qualifying as work product.
- F. In determining good faith and proper purpose, the General Manager/CEO and Board will consider the applicable statutes and court decisions concerning rights of shareholders of business corporations and members of cooperatives to inspect the books and records of the enterprises in which they have an ownership interest for a proper purpose. Proper purpose shall be presumed to be a purpose to protect the financial interest of the Member and not one merely to satisfy curiosity, promote some political or social goal, or to advance the non-cooperative commercial interest of any person or enterprise.
- G. A Member receiving electric service may make notes on or copies of the Cooperative's books and records inspected. The Cooperative will furnish, within reason, photocopies of such records, provided the Member pays the reasonable cost thereof, including employee time, duplicating materials, and use of duplicating equipment; the Member pays the advance deposit of an amount estimated to cover such cost; and the Member signs the "Acknowledgement of Receipt of Documents and Records", a copy of which is attached to this policy as Attachment B.

IV. RESPONSIBILITY:

The General Manager/CEO, and the Board as specifically designated is responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: August 29, 2023

ATTACHMENT A

**APPLICATION TO INSPECT BOOKS AND RECORDS
OF JUMP RIVER ELECTRIC COOPERATIVE, INC.**

The undersigned member of the Jump River Electric Cooperative, Inc. (the “Cooperative”), as applicant, does hereby make application to inspect certain books and records of the Cooperative and, in support thereof, does hereby represent and state that:

1. Applicant is a member receiving electric service from the Cooperative and has been such a member since _____.

2. Applicant is acting in good faith in seeking this inspection. Inspection is solely for the purpose(s): Describe specifically, not just in general terms, your purpose(s) for seeking access to the books and records of the Cooperative, including a detailed description of what you will do with the information.

3. The books and records of the Cooperative sought to be inspected consist of the following:

4. Explain the connection between the purpose(s) described under (2) above and the books and records sought under (3) above (attach additional pages as needed): _____

5. Applicant agrees that if this application is granted, such inspection shall be for the sole use of the applicant and for the use of no other person or organization, and such information shall be used exclusively for the sole purpose stated above and for no other purpose.

6. Applicant agrees that he or she will not distribute or copy the documents or any of the information obtained from examining the books and records, without prior written approval of the Cooperative’s General Manager/CEO and will not remove any books and records from the Cooperative’s offices other than copies in which the applicant has requested and paid for.

7. The applicant hereby designates _____ as his/her authorized attorney or agent to make or assist applicant in making such inspection. If an attorney or agent is designated, that person shall sign below to confirm: (a) his/her agreement not to use or disclose any of the documents or any of the information contained therein, other

than for the specific purpose(s) identified by applicant in (2) above and (b) his/her agreement to comply with the conditions of (6) above.

Dated this ____ day of _____, 20____.

Applicant: _____
(Print)

Applicant: _____
(Signature)

Account Number: _____ Telephone: _____

Address: _____

Attorney or Agent: _____
(Print)

Attorney or Agent: _____
(Signature)

ATTACHMENT B

ACKNOWLEDGMENT OF RECEIPT OF DOCUMENTS AND RECORDS

I have requested that the Jump River Electric Cooperative, Inc. (the “Cooperative”) provide me with copies of records for which I have paid reasonable duplicating costs. I acknowledge that the copying of the records was, at my request, for the purpose of my sole use and cannot be used by other persons or organizations. I further acknowledge that the records I have copied can be used for no other purpose than the one(s) that I have stated in my request.

Accordingly, I agree that I will not distribute or copy any information obtained from examining the records without prior written approval of the Cooperative’s General Manager/CEO. I further agree that given that it may be difficult to precisely determine the damages caused by a breach, a reasonable fee for each breach of this agreement is one thousand dollars (\$1,000.00) because the Cooperative is charged with protecting the confidentiality and privacy of documents and information about the Cooperative’s business, finances, members, and employees. I acknowledge that the Cooperative may elect, instead, to recoup the actual damages caused by any breach.

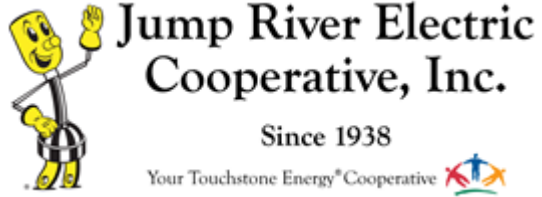
Amount Paid: \$ _____ Date: _____

Applicant: _____
(Print)

Applicant: _____
(Signature)

Account Number: _____ Telephone: _____

Address: _____



Member Policy No. 322

I. **SUBJECT:** Member Attendance at Board Meetings

II. **PURPOSE:**

The purpose of this policy is to create guidelines that the Cooperative may follow to ensure that Members have the opportunity to appear before the Board. This policy is not intended to limit Members' right to participate in the open comment period of Board meetings provided in Article V, Section 7 of the Bylaws, but, instead, supplements those rights and provides certain guidelines intended to make that participation more effective.

III. **POLICY:**

- A. The Board shall, to the extent reasonable and practical, afford each Member an opportunity to appear before the Board and present appropriate matters for Board consideration. This includes but is not limited to the open comment period at each regular Board meeting provided in the Bylaws.
- B. Any Member desiring to participate in the open comment period of a regular Board meeting is encouraged to notify the General Manager/CEO or the Board Chairperson of the subject of their comments at least 48 hours in advance of the meeting. That notification may be in writing delivered to the Cooperative's headquarters or by e-mail. Such notification is intended to give the Board an opportunity to develop any relevant questions to present to the Member after they have presented their comments, for more efficient and productive use of the Member's and the Board's time and enable timely response to the Member following the meeting.
- C. There may be instances in which Members desire to go beyond the comment period provided in the Bylaws. This may be because they would like additional time to present their comments, beyond their share of the 10 minutes allotted in the Bylaw; or because they would like to present their comments through an attorney or other representative; or because they wish to address a special meeting, rather than a regular meeting, of the Board. Members who desire to appear before the Board in those circumstances shall submit a request and follow the other requirements of this paragraph C.

1. The request shall be set forth in writing by using the “Member Request to Attend Meeting of Board of Directors” form attached to this policy as Attachment A. The form shall be submitted to both the General Manager/CEO and Board Chairperson and shall set forth in detail the specific reason(s) for the request. A vague or non-specific description of the reason(s) may cause the Cooperative to deny the request.
2. The signed and completed request must be submitted to the Ladysmith headquarters office of the Cooperative not less than fifteen (15) days prior to the Board meeting. Each request shall allow a maximum of five (5) additional persons to attend with the Member. Names of these persons shall appear on or be attached to the request form.
3. Unless expressly consented to by the Board, the following are not normally permitted to attend Board meetings:
 - a. Members or representatives of communication media, such as newspapers, radio, television, etc.
 - b. Individuals or Members of organizations who or which have appeared in administrative, judicial, or other legal proceedings as adverse parties to a position taken by the Cooperative.
 - c. Other persons who are not Members of the Cooperative or designated legal representatives of a Member of the Cooperative.
4. A request may be made for the stated purpose of observing one (1) or more particular items on the Board agenda, in which case, assuming the item does not require executive session consideration, the Board will make every reasonable effort to take up those items early on the meeting agenda for the requesting Member’s convenience.
5. A request may be made for the stated purpose of reporting a positive complimentary opinion to the Board.
6. A request may be made for the stated purpose of bringing a complaint or controversial matter before the Board, in which case the Cooperative’s management shall first make every reasonable effort through conference with the requesting Member(s) to resolve the matter without the necessity of the Member(s) attending a Board meeting. If such efforts fail, then the Board shall schedule a time on its meeting agenda to hear the requesting Member(s) if:
 - a. The Cooperative’s General Manager/CEO, Board Chairperson, or attorney concludes that the subject matter of such request may

have merit and is not improperly motivated and the Board decides to allow the Member to appear;

- b. The Member requests that he or she be permitted to make such appearance with or by legal counsel for a stated, proper purpose;
 - c. The Cooperative's attorney recommends that such appearance be made for the purpose of enabling a Member to exhaust any administrative remedies for an alleged wrong, even though the attorney may be of the opinion that the subject of the Member's complaint is wholly without merit or is improperly motivated; or;
 - d. The Board decides that it is otherwise in the best interest of the Cooperative to grant the request.
7. Except as may otherwise be allowed, any attendance allowed at a meeting of the Board shall be limited to consideration of the specific matter(s) which the requesting Member or other person has set forth in writing as required. If more than one (1) Member or other persons request to attend a meeting of the Board in connection with the same subject, the Board, even though such request may be granted, may nevertheless restrict the maximum number of those who may appear at less than the total who have joined in the request.

D. Whenever one (1) or more Members or other persons are allowed to attend a meeting of the Board of Directors, whether pursuant to the Bylaw or under the above-stated terms of this policy, to maintain decorum as prescribed in Article V, Section 6 of the Bylaws, the following procedure shall be observed:

1. Such person(s) shall be seated away from the conference table so that their physical proximity to the meeting will not impair or interfere with its conduct.
2. Without regard to the purpose of the person(s) attending a Board meeting, they will be duly informed that the Board reserves the right and that it has the duty to exclude them from the meeting at any time that the Board deems such action necessary for the meeting to proceed objectively and without the influence, prejudice or coercion that such person(s)' attendance might cause.
3. No audio or video recording will be allowed unless specifically approved by the Board.
4. If the Member wishes to present any written materials to the Board, the Member shall deliver those in a reasonable amount to the location of the

meeting no later than 12:00 p.m. on the business day preceding that meeting.

5. If such person(s) attend(s) to present a specific matter, including complaints, or to make specific inquiries, the presentation shall not exceed fifteen (15) minutes. The Board will hear such presentation totally, including asking any questions that it deems appropriate, but it will not discuss or respond to or take any action with respect to such matter or inquiry until after such person(s) have retired from the meeting room.
6. After deliberating on the matter and making a decision on it, the Board shall inform such person(s) in writing of that decision, including, if such be the case, that no action was or will be taken on the matter.

IV. RESPONSIBILITY:

The General Manager/CEO, and the Board and its Chairperson as specifically designated above, are responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: August 29, 2023

PREVIOUSLY MEMBER POLICY NO. 22

ATTACHMENT A

MEMBER REQUEST TO ATTEND MEETING OF BOARD OF DIRECTORS

No Member, including the attorney of a Member, or other person may attend a meeting of the Jump River Electric Cooperative, Inc. (the “Cooperative”) Board of Directors unless this form is completed and express approval for such attendance is thereafter allowed. This completed form must be submitted to the Cooperative no less than fifteen (15) days prior to the Board meeting.

Full Name: _____ Account Number: _____

Address: _____

Telephone Number / Email Address: (____) _____ / _____ @ _____

If this request is also for and on behalf of others, include on a separate sheet of paper their full names, addresses, and telephone number and whether they are a Member, your attorney, or other.

Purpose(s) for requesting such attendance (Please be specific): _____

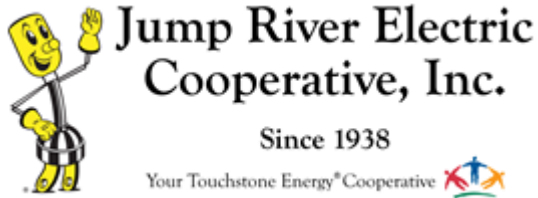
Any presentation shall not exceed fifteen (15) minutes.

Date of Request: _____

Signed: _____

*To be completed by the Cooperative.

ACTION ON REQUEST*	
Date of Action: _____ Signed: _____ Title: _____	



Member Policy No. 323

I. **SUBJECT:** Member Complaint

II. **PURPOSE:**

The purpose of this policy is to establish a process for the Cooperative and its Members to follow when submitting and reviewing a Member complaint.

III. **POLICY:**

The following process is available to all Members for the purpose of resolving complaints of the Cooperative in a prompt and equitable manner.

- A. The complaint procedure may start with an informal discussion between the Member and a representative of the Cooperative.
- B. If the Member does not wish to take part in an informal discussion or if the informal discussion is not conclusive, the Member may submit a written complaint to the General Manager/CEO, who will review the complaint and, if appropriate, conduct an investigation. The written complaint shall set forth the details of the complaint and shall be submitted within forty-five (45) days of the action underlying the complaint. The General Manager/CEO shall inform the Board's Executive Committee of the complaint and shall make a formal, written decision within seven (7) days of receiving the complaint. The General Manager/CEO will send the decision to the Member and provide a copy to the Executive Committee of the Board.
- C. If the Member is unsatisfied as to the General Manager/CEO's decision or if the complaint involves the General Manager/CEO, the Member may submit the written complaint to the Executive Committee, who will review the complaint and, if appropriate conduct a further investigation. Where feasible, the Executive Committee shall make a formal, written decision within seven (7) days of receiving the complaint and shall send the decision to the Member, with copies to the General Manager/CEO and the Board.
- D. If the Member is unsatisfied as to the Executive Committee's decision, the Member may request that the written complaint be forwarded to the full Board of Directors for review. The Member shall make such request within fifteen (15) days of the

Executive Committee's decision. If the Board elects to review the request, the Board shall attempt to make a formal, written decision within seven (7) days of receiving the request and shall send the decision to the Member, with copies to the General Manager/CEO. The Board's decision shall be final.

IV. RESPONSIBILITY:


The General Manager/CEO, the Executive Committee and/or the Board of Directors shall be responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: August 29, 2023



Jump River Electric Cooperative, Inc.

Since 1938

Your Touchstone Energy® Cooperative 

Member Policy No. 324

I. SUBJECT: Prepaid Billing

II. PURPOSE:

The purpose of this policy is to set forth the terms for voluntary participation in the Prepaid Billing Program.

III. POLICY:

- A. Participation in the Prepaid Billing Program (“Program”) is at the discretion of the Cooperative and requires a participating Member to complete and sign the Application for Participation in Prepaid Program agreement attached to this policy as Attachment A. The Cooperative reserves the right to remove any Member from the Program at any time, without consent or notification. The Cooperative reserves the right to terminate or change the program at any time in its sole discretion.
- B. All Program participants must have a signed Application for Membership and Electric Service on file with the Cooperative.
- C. Participation in the Program shall be limited to residential Members. If a membership is held jointly, all persons included in the joint membership must agree to participate in the Program.
- D. The Prepaid Billing Program may be used in lieu of a Billing Deposit. Existing Members who are accepted into the Program shall have any deposit previously paid on their account applied first to any unpaid balance with the Cooperative. Any remaining amount shall be applied as a credit to the Member’s Prepaid Billing Program account. Cash refunds will not be made under any circumstances.
- E. Members shall be ineligible to participate in the Program in any of the following circumstances:
 - 1. Members who have a “medical necessity” or any other “outage priority” need;
 - 2. Members whose meters are not configured for remote disconnect and reconnect;

3. Members enrolled in the Dual Meter Program; and
 4. Other circumstances which the Cooperative may determine on a case-by case basis.
- F. A Member's prepaid account must have a positive balance for the Member to receive electric service. Upon the prepaid account reaching a zero (\$0.00) balance, the Member's electric service shall be automatically disconnected by remote disconnect switch. Due to the automated nature of the Program, the provisions of other Board policies governing disconnection and notice thereof shall not apply to prepaid accounts. Members will not receive notices of the Cooperative's intent to disconnect.
- G. In the event that the meter does not automatically disconnect when the Member's prepaid account balance reaches zero, the Member shall still be liable for all service provided to the account.
- H. Member may deposit funds into a prepaid account through the following methods, which may be revised from time to time:
1. In-person at the Cooperative's office during normal business hours by cash or money order;
 2. Online payment by credit or debit card, wire transfer, or ACH; or
 3. By telephone at 1-888-255-6489.
- I. The Program shall only accept prepayments in the minimum amount of \$50.00 ("the Minimum Prepayment Requirement"). If a Member is disconnected due to a zero balance, Member must deposit sufficient funds into the prepaid account to cover the Minimum Prepayment Requirement before reconnection will occur.
- J. Members with unpaid balances on their accounts may be permitted to enroll in the Program. However, twenty percent of any amount deposited in the Member's prepaid account shall be applied to the unpaid balance until such balance is fully paid. For example, if a Member with an unpaid balance deposits \$50.00 into the prepaid account, \$10.00 will be automatically deducted and applied to the Member's past due balance and \$40.00 will be credited to the Member's prepaid account to be applied to the Member's future electric service.
- K. For Members who enroll in the Program with unpaid account balances, the Cooperative will suspend the accrual of late fees and forgo action to collect the unpaid debt so long as the Member maintains a positive prepaid account balance. In the event that a Member has a zero prepaid balance for a period exceeding ten business days, late fees will begin accruing again and the Cooperative may, at its sole discretion, undertake any and all other actions to recover the unpaid debt from the Member in accordance with the Cooperative's policies and applicable law.

- L. A Member enrolled in the Program who is disconnected due to a zero prepaid balance may, by depositing the Minimum Prepayment Requirement, reconnect service until the following billing cycle without incurring any reconnection or disconnection charges. In the event that a Member's prepaid account remains disconnected at the time of the following billing cycle, the account will be closed, and the Member will have to contact the Cooperative to reconnect service. In such circumstance, the Cooperative will determine on a case-by-case basis whether to allow the Member to re-enroll in the Program or to instead require the Member to pay for service by regular non-prepaid billing. The Cooperative may also impose disconnection and reconnection charges as set forth in its rate schedule.
- M. Each prepaid account will be read and billed each day to determine the balance on the account. At such time, the system should calculate the amount of energy usage and reduce the credited balance on the account accordingly. In the event that the meter cannot be read automatically, the prepaid account will be debited according to an estimate based on the Member's historical average daily energy usage. Charges for Power Costs Adjustments or other costs that may not be calculated on a daily basis may be deducted from prepaid accounts daily on an estimated basis but will be trued up on at least a monthly basis.
- N. As a convenience to participating Members, the Program will utilize an automated notification system to alert Members about their account status, including when their prepaid accounts are nearing a zero balance and power will be disconnected. The Cooperative's system will be set up to begin providing low balance notifications to a participating Member when the prepaid account balance reaches \$20.00. The Cooperative will make reasonable efforts to provide such notifications but does not guarantee that such notifications will be sent or that Members will receive such notifications. It is the responsibility of participating Members to configure and monitor their own accounts and ensure that sufficient funds are deposited to pay for the Members' electric service needs.
- O. To participate in the Program, Members must maintain a SmartHub account and must consent to receive electronic communications and automated and autodialed telephone and text messages from the Cooperative. Any Member who revokes such consent shall be immediately removed from the Program.
- P. Participating Members must provide a valid email address for receiving communications from the Cooperative about the status of their accounts and other aspects of the Program. If feasible for the Cooperative, participating Members may also elect to receive notifications by telephone messages, texts, or other electronic means.
- Q. Members participating in the Program shall not be eligible for payment arrangements with the Cooperative. Energy assistance payments made on a participating Member's behalf may not be credited to the Member's prepaid account until actually received by the Cooperative and may take up to two days to be posted.

- R. Members participating in the Program shall not be eligible to participate in the Community Cents or Evergreen programs.
- S. A Member participating in the program who leases the property being served by the Cooperative must consent to the Cooperative providing information to the owner of the property regarding the Member's enrollment in the Program and the status of the Member's prepaid account.
- T. There shall be no charge for disconnection or reconnection of a Member participating in the Program. Unless otherwise modified in this Policy or other Board policies, all other applicable fees, charges, and taxes assessed by the Cooperative for electric service shall apply to Members participating in the Program.
- U. Members must remain enrolled in the Program for a minimum of six months before they will be eligible to return to non-prepaid service. Any Member who enrolled in the Program with an unpaid balance must fully pay such balance before he/she will be permitted to return to non-prepaid service.
- V. In the event that a Member switches from the Program to non-prepaid service, any funds in the Member's prepaid account shall be applied to the Member's security deposit, if required. Otherwise, the funds will be applied as a bill credit for the Member's future electric service. Cash refunds will not be permitted for Members switching from prepaid to regular billing.
- W. In the event that a member requests discontinuance of electric service, any positive credit balance in the prepaid account after all fees and charges are applied shall be refunded to the Member following final billing.

IV. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: July 30, 2019
Date Revised: September 26, 2023

ATTACHMENT A

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Application for Participation in Prepaid Program

Name: _____
Service Address: _____
Account No. _____

The undersigned Member (including any Joint Member) hereby applies for participation in the Prepaid Billing Program (“the Program”) offered to active members of Jump River Electric Cooperative, Inc. (the “Cooperative”) and agrees with the Cooperative to the following terms and conditions: (Member and any Joint Member must read and initial each of the following statements to complete this Application.)

1. Member has received copies of the Cooperative’s Prepaid Billing Program Policy (“the Policy”) and rate schedule. Member has reviewed those documents and understands the requirements and terms and conditions of the Program described in those documents. Member understands and agrees that, upon this Application being accepted by the Cooperative, the Application, the Policy, rate schedule, and other applicable policies, bylaws, and rules and regulations of the Cooperative constitute a binding contract between the Cooperative and the Member. _____
2. Member understands and acknowledges that the Cooperative’s Prepaid Billing Policy and rate schedule, along with any other policies, rules, regulations, terms and conditions governing the Program, may be revised from time to time by the Cooperative in its sole discretion and without prior notice. Member acknowledges and agrees that, by continuing participation in the Program, Member is agreeing to and shall be bound by any revisions to the Program’s terms and conditions. _____
3. Member understands and agrees that, under the Program, Member will prepay the Cooperative for electric service in accordance with the Cooperative’s rate schedule applicable to Member. Rate schedules are subject to change from time to time at the discretion of the Cooperative’s Board of Directors. Member prepayments will not accrue interest. _____
4. Member understands and acknowledges that the Program is automated and electric service will be automatically disconnected by a remote disconnect switch when the balance of Member’s prepaid account reaches zero (\$0.00). **THE PROGRAM IS AUTOMATED AND DISCONNECTION OF ELECTRIC SERVICE WILL NOT BE PREVENTED OR POSTPONED BY WEATHER CONDITIONS, INCLUDING EXTREME HEAT OR COLD. MEMBER WILL NOT RECEIVE NOTICE THAT THE COOPERATIVE INTENDS TO DISCONNECT BEFORE DISCONNECTION WILL OCCUR.** _____

5. Member understands and agrees that, on a daily basis, charges for electric service will be deducted from Member's prepaid account in accordance with Member's energy usage. Additional charges and fees, as applicable, may also be deducted from the account on a monthly or other basis. This may include any setup, transfer, connect and/or other applicable fees required to receive electric service from the Cooperative or to participate in the Program. Certain charges, such as sales taxes and Power Cost Adjustments, may be deducted daily from the prepaid account on an estimated basis and shall thereafter be adjusted to actual charges on a monthly or more frequent basis. Member understands and agrees that these charges may be automatically deducted from Member's prepaid account without prior notice. Member will not receive a monthly bill. _____
6. Member understands and acknowledges that the Cooperative strongly recommends that Member maintain a daily prepaid account balance of at least \$25.00 to avoid interruptions in service. _____
7. Member understands and acknowledges that some electric assistance agencies may not provide assistance to members that use prepaid service, so Member may not be eligible for assistance if Member enrolls in the Prepaid Billing Program. If Member qualifies for low-income status or low-income assistance, has received energy assistance in the past, or thinks that he/she will be in need of energy assistance in the future, the Member should contact the billing assistance agency before enrolling in the Program to confirm that Member will still qualify for energy assistance. _____
8. Member understands and agrees that Member will be liable to pay for all service provided to the Member's account in the event the meter does not automatically disconnect when the account balance has reached zero. In the event that Member incurs a billable balance on the prepaid account, that amount will be automatically recovered by the Cooperative at the time the Member makes a deposit to the prepaid account, and only deposits exceeding such negative balance will be credited to Member's account for future electric service. _____
9. Member understands and acknowledges that, if Member does not deposit sufficient funds after disconnection as provided in the Policy, the Cooperative may apply late fees, take action to recover unpaid account balances, and/or close the prepaid account under the conditions set forth in the Policy. _____
10. Member understands and acknowledges that the Program uses automated and electronic messaging to communicate information to the Member about Member's prepaid account. Communications may be in the form of prerecorded or text messages to Member's cellular phone (including through the use of an automatic telephone dialer), emails to Member's email address, information posted to an internet website, or other forms of electronic communications. Member consents to receive such automated and electronic communications from the Cooperative and any third party with whom the Cooperative contracts for such purpose. Member may withdraw this consent at any time, but such withdrawal will terminate Member's participation in the Program. Further information about the Cooperative's Electronic Communications Terms & Conditions may be found at the Cooperative's website. _____

11. Member understands and agrees that, as a condition of enrolling in the Program, Member may be required to open an account with the Cooperative's third-party service provider to receive automated and electronic communications about the Member's prepaid account. To participate in the Program, Member must agree to and comply with all terms and conditions of the third-party service provider, and Member may be terminated from the Program for violating those terms and conditions. _____
12. Member agrees to immediately notify the Cooperative of any changes to Member's contact information (e.g. email address, phone number). Failure to do so may result in Member's immediate termination from the Program. _____
13. Member understands that deposits to a prepaid account may require a minimum payment as set forth in the Policy (the "Minimum Prepayment Requirement"), which may be revised from time to time. Deposits below the Minimum Prepayment Requirement may not be accepted by the Cooperative. Member may deposit funds into a prepaid account through the methods set forth in the Policy, which may change from time to time. _____
14. If, prior to enrollment in the Program, Member has an electric service account with the Cooperative with an unpaid balance, then Member shall be permitted to enroll in the Program subject to this paragraph. Upon enrollment in the Program, a portion of each deposit that the Member makes to the prepaid account may be deducted by the Cooperative and applied to the Member's unpaid balance until such balance is fully paid. The remainder of the deposit will be credited to the Member's prepaid account. The portion of prepayment that will be applied to the Member's unpaid balance is defined in the Policy and may be revised by the Cooperative from time to time. Member understands and agrees that the Cooperative may deduct such amounts from prepaid deposits to recover the Member's unpaid account balance. _____
15. As a convenience, Member may receive electronic notices from the Cooperative of low account balances and when disconnection occurs. The Cooperative will make reasonable efforts to provide such notices, but Member understands and acknowledges that Cooperative does not guarantee that Member will receive such notices. It is Member's sole responsibility to monitor Member's prepaid account and ensure that there are sufficient funds to pay for Member's electric service. _____
16. Member understands and acknowledges that service will be reconnected only after sufficient funds have been received and posted to the Member's prepaid account. The Cooperative will make reasonable efforts to reconnect service promptly but does not guarantee same-day reconnection on disconnected accounts. _____
17. Member understands and acknowledges that Member is not eligible to participate in the Program if there are any residents in Member's home with medical conditions that would be affected by the loss of service. By signing this agreement, Member affirms there are no residents in Member's home that have medical conditions that will be affected by the loss of service. Member further agrees to notify the Cooperative prior to any change in this status, upon which the Member's account will be removed from the Prepaid Program. Member agrees to indemnify and hold Cooperative harmless from any claims, losses, damages, or

causes of action, including legal fees and expenses, arising from any residents or guests in Member's home whose health is affected by loss of service. _____

18. Member understands and agrees that the Cooperative may remove Member from the Prepaid Program at any time for any reason, without consent by or notification to the Member. The Cooperative reserves the right to modify or end this Program at any time for any and all Members. _____
19. If Member is a tenant at the location being served by the Cooperative, Member agrees to notify the landlord of Member's enrollment in the Program prior to commencing participation. Member also consents to the Cooperative furnishing information to the Landlord regarding Member's enrollment in the Program and the status of Member's prepaid account. Member understands and agrees that the Cooperative may refuse reconnection of a disconnected account upon the Landlord's request. _____
20. Member agrees to indemnify the Cooperative and hold it harmless from any claims, losses, expenses, damages, or causes of action, including legal fees and expenses, arising from the loss of energy services or the reconnection of service under the Program, to the extent such loss or reconnection is directly or indirectly caused by Member's failure to maintain sufficient funds in the prepaid account, comply with the Program's terms and conditions, or comply with any other applicable policies, bylaws, rules or regulations of the Cooperative.

MEMBER, AND ANY JOINT MEMBER, MUST COMPLETE THE SECTIONS BELOW.

Member, and any Joint Member, certify that they are _____ Owner(s)/ _____ Tenant(s) of the property located at the Service Address identified in this Application.

If Tenant: Landlord Contact Information

Landlord Name: _____

Landlord Telephone#. _____

BY COMPLETING AND SIGNING THE SECTION BELOW, MEMBER, AND ANY JOINT MEMBER, HEREBY CERTIFY THAT HE/SHE HAS READ, UNDERSTOOD, AND AGREED TO THE FOREGOING TERMS AND CONDITIONS OF THE COOPERATIVE'S PREPAID BILLING PROGRAM.

Member Name (print): _____

Phone#: _____

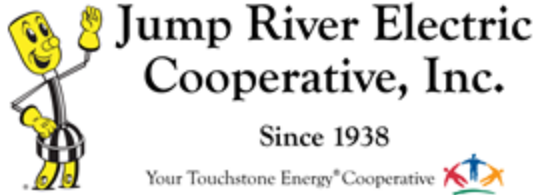
Member Signature: _____ Date: _____

Joint Member Name (print): _____

Joint Member Signature: _____ Date: _____

Email Address for Receiving Account Communications (required) _____

Cell Phone Number for Receiving Account Communications (optional) _____



Member Policy No. 325

I. **SUBJECT:** Meter Opt-Out

II. **PURPOSE:**

The purpose of this policy is to set forth the terms for members who wish to Opt-Out of the Automated Metering Infrastructure (AMI) system.

III. **POLICY:**

A. The Policy shall be available to all members, except for the following:

1. Members who participate in services or optional rates that require the AMI system (e.g. Net Metering, Time-of-Day, and Pre-Pay),
2. Members who are found to tamper with the meter or are currently under a tampering bond,
3. Members who have poly-phase service or are being billed for demand.
4. Members who receive a notice of disconnect for nonpayment,
5. Members whose meters are inaccessible to read (e.g. physical obstructions, hazardous conditions, or denial of access).

B. Members who elect to Opt-Out of the AMI system will provide JREC with a completed Opt-Out Request Form, Attachment A below, signifying their agreement to the Terms and Conditions outlined on the form.

C. A non-AMI Meter Reading Fee of \$65 per month shall be added to the regular monthly facility charge and electric service billing of any member who elects not to have their consumption measured by automated (AMI) means.

IV. **OTHER OPTIONS:**

A. The Member would have the option:

1. To relocate the point of service, at the Member's expense. The location of the Service Point shall be at the sole discretion of the Cooperative.

2. To disconnect from the JREC distribution system grid. The electric service including transformer, wires, load management, etc., and any other Cooperative-owned equipment may be removed by JREC. Any future reconnection of service will require payment of all reconnection and line extension fees.

V. RESPONSIBILITY:

The General Manager/CEO is responsible for adherence to and implementation of this policy.

Date Adopted: September 1, 2021
Date Revised: July 25, 2023

Attachment A

**JUMP RIVER ELECTRIC COOPERATIVE, INC.
AUTOMATED METERING INFRASTRUCTURE OPT-OUT AUTHORIZATION FORM**

MEMBER NAME: _____

SERVICE ADDRESS: _____

CITY / STATE / ZIP: _____

DAYTIME PHONE: _____

ACCOUNT NUMBER: _____

PREFERRED DATE / TIME OF INSTALLATION: _____

PLEASE INDICATE IF YOU HAVE A DOG, LOCKED GATE OR OTHER ISSUE THAT COULD AFFECT A METER READER'S ABILITY TO ACCESS YOUR AMI METER(S):

I agree that I am the owner of the member account number written above, and that I am electing to opt-out of Jump River Electric Cooperative's Automated Metering Infrastructure ("AMI") standard for measuring energy usage.

I have elected to opt out of AMI for (please check all utility services that apply):

Electric Metering Other _____

I agree to pay the currently effective Automated Metering Infrastructure Opt-Out Fees contained in Jump River Electric Cooperative's Member Policy No. 325, which are subject to change at any time. All fees and charges associated with Opting-Out, must be paid prior to the removal of Cooperative equipment.

Furthermore, I agree that:

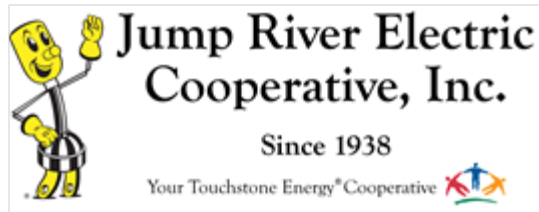
1. If, for any reason, Jump River Electric Cooperative is unable to obtain meter readings manually, I may be billed based on estimated energy usage until such time as actual readings can be obtained.
2. By allowing its members to elect to opt-out of its standard AMI metering protocols, Jump River Electric Cooperative is not admitting that it has done anything wrong or violated any law, rule, order, policy, procedure, or contract, express or implied, or otherwise incurred any liability. Similarly, by entering into this Agreement, you are not admitting that you have done anything wrong or violated any law, rule, order, policy, procedure, or contract, express or implied, or otherwise incurred any liability.
3. I understand this agreement shall assign to any future owners of the above property. Should I sell the above property, it is incumbent upon me to disclose this agreement to the new owners.
4. I understand this agreement is for the above account only and is not transferrable.
5. If at a later date I wish to opt-in, I agree to pay all the costs associated with administering the set-up of AMI on the applicable meters.
6. I understand that certain AMI-enabled rates or services such as time-of-use rates, load control programs or "smart home" applications, among others that may be in effect from time to time, will no longer be available to me, and I thus agree to forfeit these services and potential benefits.

MEMBER(S) SIGNATURE: _____ DATE: _____

For Office Use Only:

Acknowledgment of Receipt of Form by: _____ Date: _____

Amount Paid \$ _____ Service Order No. _____ S.O. Date _____



Member Policy No. 326

I. **SUBJECT:** Member Committees

II. **PURPOSE:**

The purpose of this policy is to set forth the guidelines that the Jump River Electric Cooperative, Inc. (the "Cooperative") shall follow when reimbursing per diems or expenses to members serving on committees of the Cooperative.

III. **POLICY:**

Rules & Resolution Committee members and Election Tellers appointed by the board of directors shall be paid a per diem of one hundred dollars (\$100) for each day, or portion thereof, spent on Cooperative business, plus mileage at the then-current Internal Revenue Service mileage allowance.

Other members appointed by the board or directors or elected to serve as members of a committee of the Cooperative may be paid a per diem or otherwise reimbursed for expenses for time spent on Cooperative business, at the discretion of the board of directors.

Reimbursement of any authorized fees and expenses shall be made only on a submitted, signed, itemized statement of expenses. This reimbursement will be in the form of a bill credit unless the member requests a direct payment for the amount.

IV. **RESPONSIBILITY:**

The General Manager/CEO shall be responsible for ensuring compliance with this policy.

Date Adopted: February 25, 2025