	Customer Service	SOP Name	Membership Account Documentation
		Revision #	002
		Implementation Date	10/11/2018
		Last Reviewed/Update Date	March, 2025
SOP Owner	Stacey White	Approval	<i>Stacey White</i>

Standard Operating Procedure

1. Purpose

To ensure documentation requirements for service are consistent with each Member and that each account holder(s) is/are the only parties to whom account-specific information will be provided by the Cooperative. This security protects financially sensitive information for each Member.

2. Scope

This procedure applies to Member Services Specialist performing functions related to establishing new service or terminating services with the Arab Electric Cooperative (AEC).

3. Procedure

All four items below are required to establish a Traditional AEC account:


1. One of the following documents related to the property address:
 - A. Deed stating the physical address
 - B. Lease agreement stating the physical address
 - C. Sales agreement stating the physical address
2. One of the following photo identifications:
 - A. Driver's License
 - B. Non-Driver's ID
 - C. Two other forms of ID (example: student card, work ID)
3. Social Security Card (AEC will not make a copy of your card but will use it to verify identity in person.) If a social security number is not provided, the member will be required to establish a Pre-Pay+ account. (see pre-pay requirements below)
4. Current phone number

If the new account is to be established by Power of Attorney/Executor of Estate, then: All documents listed above are required and one of the following:

- A. Power of Attorney
- B. Letters of Testamentary

Items required to establish a Pre-pay+ account:

1. One of the following documents relates to the property address:
 - A. Deed stating the physical address
 - B. Lease agreement stating the physical address
 - C. Sales agreement stating the physical address
2. One of the following photo identifications:
 - A. Driver's License
 - B. Non-Driver's ID
 - C. Two other forms of ID (example: student card, work ID)
3. Current phone number
4. Signed Pre-Pay Plus Agreement

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If a landlord or property owner does not want individual tenants to transfer power from that landlord's name into the tenant's name, then that landlord or property owner must complete and execute exhibit "A" attached.

When a member wishes to terminate their account:

A) Any Member that currently has services with AEC and wishes to terminate shall provide the following information:

- a) Requested date of termination (requests after 12pm will be attempted on a "best efforts" basis. AEC will complete requested prior to noon on each business day.)
- b) Updated mailing address, which may be a forwarding address to pay a final balance or receive a deposit refund if applicable
If service termination request is taken by phone, Members will be required to ensure their identity and financial information is secured by verifying items listed in steps 1-4 above when the account was established.

Service Termination for a deceased family member:

All the information above and a copy of a death certificate.

5. References

This information is consistent with the Arab Electric Cooperative Inc.'s express-written desire to treat all Members with respect and in a similar manner, showing respect to all and favoritism to none.

My signature above indicates that I have received this SOP, and I understand that I am encouraged to discuss any concerns with my supervisor.



Customer Service

SOP Owner

Stacey White

SOP Name

Membership Account Documentation

Revision #

002

Implementation Date

10/11/2018

Last Reviewed/Update Date

February, 2020

Approval

Stacey White

Exhibit "A"

Landlord or Property Owner Legal Desire to ensure their account remains in their name

I _____ hereby affirm that I do own the
(full legal name, include all legal suffixes)

following property(ies):

[illegible]

Please include all lot numbers, apartment numbers, suite numbers, and other specific unit information.

I understand that a prospective tenant(s) will not be able to turn power on in their name unless this legally binding document is revoked and witnessed in person at AEC.

(full legal name, include all legal suffixes)

Notarized by:

Date:

My Commission expires: