

	Customer Service	SOP Name	Membership Terms & Conditions
		Revision #	003
		Implementation Date	10/08/2018
		Last Reviewed/Update Date	04/03/2019
SOP Owner	Stacey White		

Standard Operating Procedure

1. Purpose

To ensure that Members are aware of responsibilities in accordance with the AECI application for service, a copy of which is attached.

2. Scope

This procedure applies to all current or prospective Members who desire to utilize services provided by AECI.

3. Procedure

Upon establishment of an account with AECI each Member is required to sign an application of service. The application of service is an agreement in which the Member expressly agrees upon the following responsibilities:

A) Member's responsibility in regards to AECI property which includes but is not limited to meters, service connections, and other equipment will be as follows:

- a. Member shall provide space for AECI equipment.
- b. Member shall exercise proper care to protect AECI property.
- c. In the event AECI property becomes damaged the Member is to report it immediately.
- d. If it is determined that the Member has been negligent of AECI property it shall be at the expense of the member to pay for repairs.

B) A Member's responsibility for right of access shall be as follows:

- a. Employees or contractors of AECI will have access to a Member's premises at reasonable times in order to perform tasks for meters and other equipment. These tasks will include but are not limited to meter reading, testing, repairing, removing, or exchanging any and all equipment belonging to AECI.

C) Right of Way

- a. AECI shall retain the right to trim or remove trees that have been identified as a potential hazard or has the potential to disrupt electric service.

4. References

Arab Electric Cooperative Application of Service

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Application for Service

The undersigned hereby makes application for electric service to Arab Electric Cooperative, INC. (AECI) at the address listed below and agrees to pay and be responsible for service. Bills for services will be calculated on a calendar monthly basis. AECI shall render all bills no less than 15 days prior to their respective due date. Bill totals for the service address will be measured by AECI's meter according to the rate that is applicable. Failure to receive a bill from AECI does not release the Member from payment obligations nor entitle the Member additional time beyond the initial due date. Bills are sent at approximately the same time each month. I expressly agree and understand that should I fail to pay my account when due, my service may be disconnected at this location. I also understand that fees for reconnection and any past due amounts must be paid before reconnection.

Reconnection fees are listed in AECI's schedule of fees. A copy of the schedule of fees can be obtained from AECI's Member Services Department or AECI's website <https://arab-electric.org/>. In the case of default of payment, I promise to pay any legal interest due, together with any collection charges and attorney fee's incurred to effort collection on this account.

I agree to permit authorized agents of AECI free access to my premises for the purpose of inspecting AECI equipment, reading meters, repairing or removing property of the Cooperative. I also agree to pay for any damage done to the electric facilities such as poles, transformers, wires, guy wires, or any other equipment by me at this location either by accident or deliberately, which charges shall be added to my electric bill.

I also expressly agree that AECI shall retain the right to trim or remove trees that have been identified as a potential hazard or has the potential to disrupt electric service.

AECI shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced. AECI reserves the right to reject any wiring or appliances not in accordance with AECI standards. Acceptable inspections, failure to inspect, or rejected inspections shall not render AECI liable. AECI shall not be responsible for any loss or damage resulting from the defects in the installation, wiring or from violation of AECI procedures.

AECI services may be refused or terminated without notice for any of the following reasons listed below:

- If a condition on the Member's premises is determined to be hazardous, unsafe, or otherwise dangerous to either AECI employees or contractors.
- Meter tampering or manipulation may include but is not limited to using unmetered services, cutting/destroying/altering/modifying of a meter seal, or tampering in any way with AECI owned equipment.
- If it has been determined that the Member is utilizing equipment in such a manner that is has an adverse effect on AECI equipment or AECI service to other Members. Example: Unapproved Solar Equipment, Unauthorized

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Distributed Generation, Unauthorized Voltage Modification, or other organized efforts to modify quality or quantity of services rendered.

- Unauthorized use of electricity or AECI equipment.
- Failure of the Member to permit AECI employees or contractors to access facilities and or equipment for inspection or maintenance.
- If the Member does not fulfill contractual obligations (including but not limited to the Application for Service) for service and or use of facilities and equipment owned by AECI.

Information to Members: Information is available for the purpose of consistency, fairness, and improved communication between AECI and its Members.

- AECI will inform on its website and make available to Members upon application for service and anytime thereafter the following:
 - a. AECI by-laws
 - b. AECI Standard Operating Procedures
 - c. Current rates applicable to the Member and a written and/or oral explanation of the rate schedule.
- Upon request their monthly account history for the prior 12-month period will be provided to the Member.
- Request for information may be made in person, by phone, by email or through the U.S. Postal Service.

Members shall be notified of any change in AECI's rates at least 30 days prior to implementation of such change. Notification will be by publication in the local news media and/or electronic media including its website.