

POLICY NO. 30-090

REVISION DATE: January 25, 2005

SUBJECT: SERVICE APPLICATION

I. PURPOSE

To provide guidance regarding conditions of service, information needed for new accounts, and the period for which members will be financially responsible for electric service.

II. PROCEDURE CONTENT

Conditions of Service

All persons applying for and receiving service from the Cooperative will become a member of Okanogan County Electric Cooperative, Inc., and complete a membership application accompanied by a \$5.00 membership fee and will be bound by the Articles of Incorporation, the By-Laws, and such rules and regulations as may be from time to time adopted by the Board of Directors.

The Cooperative reserves the right to reject any application for service not available under its rate schedules or line extension policy, or which involves excessive costs, or which might affect the supply of service to others, or any other good and sufficient reason.

A member or consumer may have as many services as desired or needed, but shall be required to pay a \$25.00 non-refundable account fee for each service, while being required to pay the membership fee only once. An application for service or special contract must be made for each meter installation.

The Cooperative will provide service to its existing facilities as requested with the following exceptions:

Service will not be provided to persons under the age of 18.

Service will not be transferred from a landlord's name to a tenant until all delinquent balances are paid or payment arrangements satisfactory to the Cooperative are made.

Service will not be provided to individuals who have a lawful balance owed to the Cooperative from a previous account until such balance is paid or payment arrangements satisfactory to the Cooperative are made. This provision includes situations where an individual is living in a residence served by the Cooperative and the account is in the name of someone else for the primary purpose of circumventing the payment of prior balances.

General and Credit Information Required for New Accounts

General information required for all new accounts includes the billing name(s), billing address, service address and social security number(s). Additionally, phone numbers should be obtained for both home and work.

The consumer will provide \$200.00 minimum deposit. A higher deposit may be required at the General Manager's discretion. The manager may require a larger deposit on services that require high-energy use. A letter of credit from the customer's most recent electrical utility indicating a sufficient history of prompt payment of billings may be accepted in lieu of a deposit. For tenant occupied properties a \$200.00 or greater deposit will be required unless the landlord has approved letter of credits for tenants. However, no deposit shall be required for consumers occupying rental properties if service charges are guaranteed in writing, by the property owner, and if the property owner is a member who has met the deposit rules herein.

All deposits shall be refunded upon discontinuance of the account service and payment of all charges due the Cooperative, or upon continued prompt payment of all charges for a period of twelve (12) consecutive months, upon request of the consumer with the exception of tenant occupied properties where the landlord has required a deposit be kept on file.

RESPONSIBILITY

The General Manager shall be responsible for the implementation of this policy.

ATTESTING:

President

Secretary

Date