MEMBER POLICY #15

SUBJECT: CUSTOMER RELATIONS

Bowie-Cass for its members shall:

1. Upon request for service by a residential applicant or for a transfer of service by a residential member, the Cooperative will inform the applicant of the lowest-priced alternatives available at the member's location. The Cooperative shall listen to the applicant's request and advise them of the options available always being mindful of the lowest cost option.
2. Members shall be notified if they are affected by any change in rates or schedule of classification.
3. Post on the Cooperative's website and provide to all new residential members, at the time service is initiated, at no charge to the member the following information:
   (a) The member's right to information concerning rates and services and the member's right to inspect or obtain at reproduction cost a copy of the application tariffs and service rules;
   (b) The right to have his/her meter tested;
   (c) The time allowed to pay outstanding bills;
   (d) Grounds for termination of service;
   (e) The steps that must be taken before the Cooperative may terminate service;
   (f) How a member can resolve billing disputes with the Cooperative and how disputes affect termination of service;
   (g) Information on alternative payment plans offered by the Cooperative, including, but not limited to, the deferred payment plan as well as a statement that a customer has the right to request these alternative payment plans;
   (h) The steps necessary to have service reconnected after involuntary termination;
   (i) The customer's rights to a supervisory review and right to file a complaint with the Public Utility Commission of Texas regarding any matter concerning the utility's service can be found at www.puc.texas.gov.
   (j) The hours, addresses, and telephone numbers of the Cooperative's office where bills may be paid and information may be obtained; and
   (k) Member's right to be instructed by the Cooperative how to read his or her meter;
   (l) The circumstances under which the Cooperative may require a deposit or additional deposit; how a deposit is calculated; the interest paid on deposits; and the time frame and requirement for return of the deposit to the member.

(m) A statement that funded financial assistance may be available for persons in need of assistance with their electric utility payments, and that additional information may be obtained by contacting the local office of the Cooperative, Texas Department of Community Affairs of the Public Utility Commission of Texas.

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

(o) Notice of any special services such as readers or notices in Braille, if available, and the telephone number of teletypewriter for the deaf at the commission. https://www.puc.texas.gov/relaytexas/relay/CallTypes.aspx

4. At least once each calendar year, notify all residential members that information is available upon request, at no charge to the member, concerning the enumerated items listed above in item 3. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

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