MEMBER POLICY #16

SUBJECT: MEMBER COMPLAINTS AND INFORMATION REQUESTS

MEMBER COMPLAINTS

Submitting Complaints to Cooperative

Member complaints must first be submitted to Cooperative personnel. A Member complaint may be made in person at any of the Cooperative's offices, by telephone, or in writing. However, if a Member desires a written response to a complaint, then the complaint must be submitted in writing. Any official and authoritative Cooperative response to a complaint submitted in writing shall be approved by Cooperative management and shall be in letter form on Cooperative letterhead that will be mailed, faxed, or provided as a secure document via electronic means.

Board Consideration of Complaints

If a Member is not satisfied by the Cooperative's resolution or response to a complaint, then the Member may submit the complaint in writing for Board consideration. The Board will only consider complaints that are submitted to the Board in writing.

If a Member is not satisfied by the Cooperative's resolution or response to a complaint, then the Member may also present the complaint to the Board in person for consideration. In order to meet with the Board regarding a complaint, a Member must submit the complaint in writing to any Director at least fifteen (15) days prior to the Board meeting at which the Member desires to address the Board. The Board may ask questions about the complaint but may choose not to deliberate the merits of the complaint or provide a response to the complaint at the Board meeting.

The Board shall consider its response to Member complaints in accordance with Cooperative's Article of Incorporation, Bylaws, and policies, as well as any and all applicable laws, administrative rules, and ruling. The Board will provide a response to a complaint after the

Board has had adequate time to investigate, consider, and determine an appropriate response to the complaint.

MEMBER ACCESS TO COOPERATIVE RECORDS

Only Members may inspect and/or obtain copies of Cooperative Records. A Member shall have access to the following documents without making a formal request: (1) Articles of Incorporation; (2) Bylaws; (3) annual reports; and (4) Cooperative publications.

In order to inspect all other Cooperative Records, a Member of the Cooperative must submit a formal request on a form provided by the Cooperative. Said form shall include an affidavit in which the Cooperative Member affirms that the information sought is for a proper purpose that serves the interest of the Cooperative and its Members. Depending on the nature of the information sought, a Cooperative Member may also be required to execute a reasonable nondisclosure or confidentiality agreement relating to the Cooperative Records inspected or copied. Any responses to a formal request shall be in writing and shall not be provided in a simple email response. A response to a formal request shall be in letter form on Cooperative letterhead and mailed, faxed, or provided as a secure document via electronic means. A Cooperative Member requesting information shall be responsible for all costs associated with the request such as copying costs, labor costs, attorney fees. Etc. The Cooperative may require a Member to provide an estimated advance payments of such costs associated with responding to a request for information before providing a response. The final costs associated with a Member's request for information shall be billed to the Member separately or in their bill for Electric Service with such billing reflecting a credit for any estimated advance payments of the costs.

A Cooperative Membership list provided by the Cooperative shall only include the names, addresses, and Director Districts of the Cooperative Members. The Cooperative shall not release any information that is considered confidential, proprietary, or protected by agreement.

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