

JUMP RIVER ELECTRIC COOPERATIVE, INC.

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JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 1

Subject: General

Effective Date: March 26, 2019, **Approved Date:** April 29, 2019

I. PURPOSE.

The purpose of this policy is to set forth the general terms and conditions that apply to all Member Policies of the Cooperative.

II. POLICY.

- A. The terms and conditions of all Member Policies of the Cooperative shall be a part of every contract for service made by the Cooperative to a Member, unless a contract for service expressly provides otherwise. All capitalized terms and abbreviations used in the Member Policies shall have the definition assigned to it in Member Policy No. 2.
- B. The usual supply of electric service shall be subject to the terms and conditions of the Member Policies; however, where special service supply conditions or problems arise for which provision is not otherwise made, the Cooperative may modify or adapt its Member Policies to meet the peculiar requirements of such cases.
- C. The Member Policies shall be subject to the Cooperative's Articles, Bylaws, and Board Policies. In the event of a conflict between the terms and conditions of the Member Policies and the terms and conditions of the Articles, Bylaws, and/or Board Policies, the terms and conditions of the Articles, Bylaws, and Board Policies shall control.
- D. The Member Policies shall be subject to applicable law, regulation, and code. If any provision of the Member Policies is held to be invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other provision of the Member Policies or invalidate or render unenforceable such provision in any other jurisdiction.
- E. Any notices or other communications required or permitted to be given or delivered under the Member Policies shall be in writing and shall be sufficiently given if hand-delivered or sent by first-class certified delivery mail, postage prepaid:

- 1. If to the Cooperative:

Jump River Electric Cooperative, Inc.
1102 West 9th Street North
Ladysmith, WI 54848

2. If to a Member, to the address listed on the Member's application.
 3. Either the Cooperative or the Member may change its address for notices by sending a change of address notice using this notice procedure.
- F. The failure of the Cooperative to enforce any provision of the Member Policies shall not be deemed a waiver of the right to do so. A waiver by the Cooperative shall be effective if explicitly set forth in writing and signed by the Cooperative.
- G. All contracts made by the Cooperative to a Member shall be binding upon and inure to the benefit of the permitted successors, assigns, heirs, executors, and administrators of the Cooperative and Member.
- H. The Member Policies may only be amended, modified, or supplemented at the sole discretion of the Board.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 2

Subject: Definitions & Abbreviations

Effective Date: March 26, 2019, **Approved Date:** April 29, 2019

I. PURPOSE.

The purpose of this policy is to set forth the definitions of capitalized terms and abbreviations as used throughout the Member Policies.

II. POLICY.

As used in the Member Policies, the following terms and abbreviations shall have the following meanings:

- A. ACH. “ACH” shall mean automated clearing house, an electronic funds-transfer system and a means of payment for Members.
- B. Ampere (A). “Ampere” and “A” shall mean a unit of electrical quantity or current.
- C. AMI. “AMI” shall mean advanced metering infrastructure, a system that transmits collected metering data to the service provider.
- D. Annual Demand Charge. “Annual Demand Charge” shall mean the same charge made to the Cooperative by its wholesale supplier, DPC, plus sixteen percent (16%) for distribution system losses and administrative costs and rounded to the nearest ten (10) cents per kWh.
- E. Articles. “Articles” shall mean the Articles of Incorporation of the Cooperative.
- F. Avoided Cost. “Avoided Cost” shall mean the incremental costs to the Cooperative of electric energy or capacity, or both, which, but for the purchase of the Qualifying Facility, the Cooperative would generate itself or purchase from another source. Since the Cooperative is an all-requirements wholesale energy customer of DPC, the Avoided Cost for the Cooperative shall be the avoided cost of DPC.
- G. Board. “Board” shall mean the Board of Directors of the Cooperative.
- H. Board Policies. “Board Policies” shall mean the collective of all Board Policies of the Cooperative.

- I. Bylaws. “Bylaws” shall mean the Bylaws of the Cooperative.
- J. Combined Residential and Commercial Service.
1. “Combined Residential and Commercial Service” shall occur where both Residential Service and Commercial Service are supplied through one (1) service and one (1) meter to the same Member on the same premises. Such Combined Residential and Commercial Service shall be classified as Commercial Service and billed under the Commercial Service rate.
 2. At the option of the Member and at the Member’s expense, connections may be arranged so as to separate the Commercial Service and the Residential Service to permit installation of two (2) meters, in which case the Residential Service rate shall apply to the Residential Service, and the Commercial Service rate shall apply to the Commercial Service.
- K. Commercial Service. “Commercial Service” shall mean a service at a single point of connection to any business enterprise, institution, or organization, other than a farm. Commercial Service may be used for all purposes including lighting and power and shall be furnished under the rate for Commercial Service, provided the required transformer capacity is fifty (50) kVA or less. If provided by the tariff of rates on file, exceptions to the Commercial Service classification may be made in the case of small churches, schools, and community halls.
- L. Consumer. “Consumer” shall mean any person, firm, corporation, or other entity receiving electric service from the Cooperative. Generally, Consumers are Members. Prospective Consumers may be referred to as “applicants”.
- M. Cooperative. “Cooperative” shall mean the Jump River Electric Cooperative, Inc.
- N. DPC. “DPC” shall mean the Dairyland Power Cooperative.
- O. Distribution Facilities. “Distribution Facilities” shall include all wires, cables, poles, towers, fixtures, apparatus, and other equipment installed in the Cooperative’s electric distribution system.
- P. Farm Service.
1. “Farm Service” shall mean a service to one point of connection to a single farm house, farm building, or farm equipment.
 2. In determining those Members to be included in the farm classification, the United States Department of Agriculture definition of a “farm”, as found on its website, should be applied. Subject to changes of such definition, a “farm” is any place from which one thousand dollars (\$1,000.00) or more of agricultural products were produced and sold or normally would have been sold during the year. Agricultural production should be liberally defined so as

to include miscellaneous operations such as fur farms for raising fur-bearing animals.

3. Farm Service shall include, in addition to all other uses of energy on farms, the use of energy for processing of materials produced on the farm (i.e. feed grinding and milk pasteurizing). However, if the materials are produced elsewhere, as in the case of commercial feed grinding and commercial poultry hatcheries, creameries, etc., the service shall be classified as Commercial Service.
4. If three-phase service is required on the farm and is available, it shall be furnished at the applicable rate for three-phase power service.

- Q. FERC. “FERC” shall mean the Federal Energy Regulatory Commission.
- R. GM/CEO. “GM/CEO” shall mean the General Manager and Chief Executive Officer of the Cooperative.
- S. Hertz (Hz). “Hertz” and “Hz” shall mean an alternating current frequency in cycles per second.
- T. Horsepower (Hp). “Horsepower” and “Hp” shall mean a unit of mechanical power equivalent to 0.746 kW of electrical power.
- U. Idle Service. “Idle Service” shall mean an electric service that has been disconnected.
- V. Interconnection Rules. “Interconnection Rules” shall mean Ch. PSC 119, Wis. Adm. Code, “Rules for Interconnecting Distributed Generation Facilities.”
- W. Kilo (k). “Kilo” and “k” shall mean a prefix meaning one thousand (1,000).
- X. Kilovolt (kV). “Kilovolt” and “kV” shall mean one thousand (1,000) V.
- Y. Kilovolt Ampere (kVA). “Kilovolt Ampere” and “kVA” shall mean a unit of apparent electrical power equivalent to one (1) kW at one hundred percent (100%) power factor.
- Z. Kilowatt (kW). “Kilowatt” and “kW” shall mean a unit of electrical power representing energy usage rate that is equivalent to about 1.34 Hp.
- AA. Kilowatthour (kWh). “Kilowatthour” and “kWh” shall mean a unit of electrical energy equivalent to the use of one (1) kW for one (1) hour.
- BB. KVAR. “KVAR” shall stand for kVA-reactive.
- CC. Land Developer. “Land Developer” shall mean a person or persons engaging in Land Development.

- DD. Land Development. “Land Development” shall mean two (2) or more continuous land parcels where two (2) or more parcels are for sale by the party requesting service.
- EE. Large Power Service. “Large Power Service” shall mean a service at a single point of connection to any Member using service primarily for electric motors. Incidental lighting may be included on the same electric service. Those requiring over fifty (50) kVA of transformer capacity shall be classified as “Large Power Consumers” and served under the rate schedule for Large Power Service.
- FF. Maximum Billing Demand Charge. “Maximum Billing Demand Charge” shall mean the maximum kW demand established by the Member in any fifteen (15) minute period during the month for which the bill is rendered.
- GG. Megawatt (MW). “Megawatt” and “MW” shall mean a unit of electrical power representing energy usage rate that is equivalent to one thousand (1,000) kW.
- HH. Member. “Member” shall mean all prospective or current members of the Cooperative. Prospective Members may be referred to as “applicants”.
- II. Member Policies. “Member Policies” shall mean the collective of all Member Policies of the Cooperative.
- JJ. PCA. “PCA” shall mean the power cost adjustment.
- KK. PSC. “PSC” shall mean the Wisconsin Public Service Commission.
- LL. PURPA. “PURPA” shall mean the Public Utility Regulatory Policies Act of 1978, as amended.
- MM. Qualifying Facilities. “Qualifying Facilities” shall mean the definition of Qualifying Facilities under PURPA.
- NN. Required Transformer Capacity. “Required Transformer Capacity” shall be used in connection with determining the minimum bill under a rate schedule. The Cooperative may find it convenient or advisable to install larger transformers than actually required. Where two (2) or more Members are served from the same transformer, the minimum charge for each Member shall be based on the transformer capacity that would normally be installed for his or her individual requirements.
- OO. Residential Service. “Residential Service” shall mean a service to a single private house, apartment, flat, or any other living quarters occupied by a person or persons constituting a distinct household. Residential Service shall include any private garage adjacent to, connected, and used exclusively by the resident. The Residential Service rate shall not apply to, but shall not be limited to, the following types of establishments, service to which shall be classified as

Commercial Service: hotels, recognized rooming houses, clubs, orphanages, tourist camps, and cabins for transient guests.

PP. Volt (V). “Volt” and “V” shall mean a unit of electrical pressure or force.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 4

Subject: Service Installation

Effective Date: March 26, 2019, **Approved Date:** April 29, 2019

I. PURPOSE.

The purpose of this policy is to set forth guidelines that the Cooperative and its Members shall follow in the installation of service.

II. POLICY.

A. Member's wiring and equipment shall be installed in accordance with the requirements of the Cooperative and applicable law. The Cooperative may refuse to make connection to Member's wiring and equipment or to continue service thereto whenever, in its judgment, installation is not in proper operating condition.

B. The Member shall communicate with the Cooperative and give the exact location of the premises and details of current consuming devices that are to be installed. Upon receipt of such information, the Cooperative shall designate a point of delivery at which the service connections will terminate and near which the Member must provide, free of expense to the Cooperative, a place satisfactory to the Cooperative for transformer(s), meter(s), or other equipment of the Cooperative that may be necessary for the fulfillment of the contract between the Member and the Cooperative.

C. Service Entrance.

1. The entrance for single-phase service shall be a two hundred (200) A metering pedestal installed at the location determined by Cooperative personnel. The Cooperative shall make available and provide for installation of an approved meter pedestal, which shall be property of the Member.
2. Multi-phase service or services greater than two hundred (200) A single-phase service shall require special metering, and the Cooperative shall set the specifications and location for its equipment.
3. All meters shall be installed and located so as to be readily accessible by Cooperative personnel, unless special approval is granted by the Cooperative.
4. Meter loops and service entrances not installed in accordance with applicable codes shall not be connected until the violation is corrected. The Cooperative shall not be under any obligation to inspect and certify compliance with

applicable codes and shall not assume any liability for connection of an account not meeting applicable codes. The Member shall be required to furnish the Cooperative with a notarized wiring affidavit.

- D. Service connections shall not be made until the wiring of the premise is in progress or has been completed in accordance with the Cooperative's standard requirements. This is necessary for the protection of the Member, and the Cooperative shall not be responsible for any defect in the Member's wiring or device.
- E. Wiring of any premises for connection to the Cooperative's lines must be brought to a location designed or approved by the Cooperative, at which point the wiring must extend sufficiently for attachment to the Cooperative's service supply lines.
- F. Motor Starting Requirements. All power installations on the Cooperative's lines shall conform to the rules and regulations set forth in the National Electrical Code and in such other applicable codes. The following general requirements should be adhered to in all power installations:
 - 1. Motors shall be equipped with adequate cover for current protection.
 - 2. All motors, single-phase, one (1) Hp, and larger, shall be provided with adequate line starting equipment.
 - 3. All three-phase motors from one (1) Hp to and including seven and one-half (7 1/2) Hp shall be provided with adequate line starting equipment.
 - 4. All motors above five (5) Hp single-phase and above seven and one-half (7 1/2) Hp three-phase shall be provided with an adequate current limiting starting device. A starting device that will automatically return to starting position on interruption of service and that will limit the starting current to eleven (11) A per Hp shall be acceptable.
- G. Inspection.
 - 1. Member's wiring and equipment shall be subject to inspection and approval by the Cooperative and/or other agencies having jurisdiction.
 - 2. At the time a Member is connected, it shall be the responsibility of Cooperative personnel to inspect the Member's wiring and equipment from the meter to the main entrance box.
 - 3. If the Member's wiring does not meet the requirements of the Cooperative and/or applicable law, the service shall not be connected, and the Member shall be advised that the connection shall not be made until the wiring and/or equipment complies with the foregoing.

4. The Cooperative personnel shall inspect beyond the main entrance box if he or she believes that the wiring may be hazardous, and he or she may reject the connection until the wiring is corrected.
5. The Cooperative shall not charge the Member for any inspection under this subsection. However, if a Member requests a complete inspection, an inspection shall be performed by a qualified state inspector within a reasonable period of time after such request, and the Member shall pay time and mileage for such inspection.
6. If any wiring defects are found at the time of any inspection, the Member shall correct such defects within a reasonable period of time. If the Member does not correct such defects within a reasonable period of time, the Cooperative may disconnect the Member's service.
7. Any change in or addition to the wiring or equipment or any repairs involving such a change should also be inspected and approved by the Cooperative.

H. Limit of Responsibility.

1. The Cooperative shall install and maintain its lines and equipment on its side of the point of delivery but shall not be required to install or maintain any lines, equipment, or apparatus, unless specifically provided for in its schedules, agreements, or writing, beyond this point, except meters and meter accessories.
2. The Cooperative's responsibility extends only to the supplying of service at the point of delivery. The Member assumes full responsibility for the current upon the premises at and from the point of delivery thereof and for the wires, apparatus, devices, and appurtenances thereon used in connection with the service.
3. All equipment supplied by the Cooperative for use of each Member has a definite capacity, and it shall be the responsibility of the Member to notify the Cooperative in writing before any change is made in the total connected load, load characteristics, change of purpose, or location of its installation. Failure to give notice shall render the Member liable for any damage to meters, accessories, transformers, or wires of the Cooperative caused by the additional or changed installation.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 6

Subject: Services & Schedules

Effective Date: March 26, 2019, **Approved Date:** 08/27/19

I. PURPOSE.

The purpose of this policy is to list and detail services that are provided by the Cooperative and that are available to Members.

II. POLICY.

A. Single-Phase, Monthly.

1. Single-phase, monthly service is available for residential users where the required service transformer size does not exceed twenty-five (25) KVAR and is a four hundred (400) A service or less.
2. Single-phase, monthly service is available for residential users where the required service transformer size does exceed four hundred (400) A service or more.
3. Single-phase, monthly service is available for farm, schools, small commercial, and other users where the required service transformer size does not exceed seventy-five (75) kVA and is a six hundred (600) A service or less. Single-phase service motors shall not exceed ten (10) Hp without prior written approval of the Cooperative.
4. Mink farms shall be furnished energy at the farm rate for single-phase service with individual motors not to exceed ten (10) Hp.
5. Type of service: Single-phase service, sixty (60) Hz, at secondary voltages.
6. Monthly Service Rate.
 - a. Fixed cost of delivery charge: \$40.90. The rate may be re-evaluated as needed and directed by the Board through a cost of service analysis.
 - b. Energy charge:
 - i. June – August: 11.65 cents per kWh.
 - ii. September – May: 10.45 cents per kWh.

- c. Plus, PCA. PCA will be used to recover surcharges and/or refund excess margins.
- d. Plus, applicable sales tax.

7. Meters.

- a. Each Member will receive a radio frequency meter or power line carrier meter.
- b. The Member may also request to relocate the meter away from his or her home. The Member shall be responsible for costs of relocating the electric metering point.

8. Terms of Payment.

- a. Payment must be made within fifteen (15) days of the date the bill is rendered.
- b. The above rates are net. A monthly late payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date.

B. Temporary Hunting Service.

- 1. Temporary hunting service is available to gun deer hunters requesting electric service to an existing, but not connected, service for a period not to exceed one (1) week before the regular gun deer season has opened and not to exceed one (1) week after the regular gun deer season has closed.
- 2. Type of service: Single-phase service, sixty (60) Hz, at secondary voltages.
- 3. Annual Service Rate.
 - a. Connect and disconnect fee: \$200.00.
 - b. Energy charge: 10.45 cents per kWh.
 - c. This account may be subject to PCA.
 - d. Plus, applicable sales tax.
- 4. Terms of Payment.
 - a. The connect and disconnect fee shall be paid before electric service is made available. An invoice will be rendered on discontinuance of electric service for the energy used, which must be paid within fifteen (15) days of the date of the invoice. The Consumer must sign a membership application.

- b. The above rates are net. A monthly late payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date.

C. Separately Metered Electric Heat.

1. Separately metered electric heat is available to all Members.
2. Type of service: Single-phase service, sixty (60) Hz, at secondary voltages.
3. Monthly Service Rate.
 - a. Fixed cost of delivery charge: \$3.50.
 - b. Energy charge:
 - i. June – August: 11.65 cents per kWh.
 - ii. September – May: 10.45 cents per kWh.
 - c. This account may be subject to PCA.
 - d. Plus, applicable sales tax.
4. Terms of Payment.
 - a. The meter shall be read by the AMI.
 - b. Payment must be made within fifteen (15) days of the date the bill is rendered.
 - c. The above rates are net. A monthly late payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date.

D. Large Power, Peak Alert.

1. Large power, peak alert service is available for single-phase and three-phase loads where the required service capacity is two hundred (200) A or greater and where the monthly maximum demand will or has exceeded fifty (50) kW at least once annually. Service hereunder is subject to the terms and conditions of the DPC wholesale power rate AE-1 and execution of an electric service agreement between the Member, the Cooperative, and DPC. The Member shall be paid one dollar (\$1.00) per kW annually upon signing the agreement.
2. Type of service: Single-phase or three-phase, sixty (60) Hz, at available secondary voltages.
3. The Cooperative and/or DPC shall notify the Member of each planned energy reduction event no less than ten (10) minutes in advance of initiating the automatic transfer.

4. The reduced energy delivered to the Member during a reduction event is assumed to be matched by the energy generated by the stand-by generator during the period the Member is disconnected from the Cooperative's distribution system. The reduced energy will be measured by the Member's existing energy meter or such other means as acceptable to the Member and the Cooperative and/or DPC.
5. Large power accounts that are served by more than one (1) meter or at multiple locations will be subject to the approval of the Cooperative and DPC.
6. Generator Requirements.
 - a. The stand-by generator must be capable of automatic startup and load transfer utilizing signals from the Cooperative's and/or DPC's load management system.
 - b. The stand-by generator must be capable of running for a continuous twenty-four (24)-hour period when requested to do so by the Cooperative and/or DPC.
 - c. The Member shall have sufficient fuel for twenty-four (24) hours of generator operation during energy reduction events and full load control events for the seasonal period.
 - d. The Member must demonstrate a reasonable maintenance program for the stand-by generation system to assure the Cooperative and DPC of reasonable availability during an energy event.
7. Monthly Service Rate.
 - a. The Cooperative and/or DPC shall pay the Member all reduced energy during the calendar month for which a bill is rendered. This rate to be negotiated upon signing of the agreement.
 - b. Fixed cost of delivery charge:
 - i. Single-phase service: \$76.00 per month.
 - ii. Three-phase service: \$100.00 per month up to two hundred (200) A.
 - iii. Three-phase service in excess of two hundred (200) A: \$125.00 per month.
 - c. Demand charge:
 - i. An Annual Demand Charge for the applicable peak period.
 - ii. (Summer) June – August: \$68.06 per kWh.

- iii. (Winter) September – May: \$30.94 per kWh.
 - iv. Plus, \$8.20 per kw per month of Maximum Billing Demand Charge.
 - d. Reactive demand charge (at the option of the Cooperative): 25 cents/KVAR of maximum KVAR/month.
 - e. Energy charge: 6.3 cents per kWh
 - f. This account may be subject to PCA.
 - g. Plus, applicable sales tax.
8. Peak Periods. The Cooperative will attempt to alert the member of potential peak periods at least one-half (1/2) hour in advance of the potential peak period via radio and/or its website. The Cooperative shall not be liable for any loss or damage resulting from Member load reductions or transfers to on-site generating equipment.
- a. (Summer) June – August: The summer peak period charge for the year shall be the average of the Member’s contributions to the peak periods as signaled by the Cooperative during June, July, and August, which are used by DPC to establish the Cooperative’s wholesale Annual Demand Charge. The Member’s summer peak period charge will be charged on the October bill of each year.
 - b. (Winter) September – May: The winter peak period charge for the year shall be the average of the one (1) hour peak demands of the Member that are coincident with the Cooperative’s wholesale billing demand readings during the winter rate period. The Member’s winter peak period charge will be charged in May of each year.
9. Terms of Payment.
- a. Bills shall be mailed to Members on approximately the third (3rd) and thirteen (13th) of each month. If payment is not made on or before the due date printed on the statement a monthly late-payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date. Mailed payments will be credited as of the date received by the Cooperative.
 - b. The applicable peak period charge shall become an obligation of the Member when the Member has electric demand coincident with the Cooperative’s peak period charge. The Member shall pay the Cooperative for the peak period charge in lump sum when billed or on a budget basis approved by the Cooperative.

E. Three-Phase, Small.

1. Three-phase, small service is available for farm, residential, schools, small commercial, and other users where load does not exceed fifty (50) kW. Three-phase service motors shall not exceed ten (10) Hp without prior approval of the Cooperative.
2. Type of service: Three-phase, sixty (60) Hz, at available secondary voltages.
3. Monthly Service Rate.
 - a. Fixed cost of delivery charge: \$76.00.
 - b. Energy charge:
 - i. June – August: 11.65 cents per kWh.
 - ii. September – May: 10.45 cents per kWh.
 - c. This account may be subject to PCA.
 - d. Plus, applicable sales tax.
4. Terms of Payment.
 - a. The meter shall be read by the AMI.
 - b. Payment must be made within fifteen (15) days of the date the bill is rendered.
 - c. The above rates are net. A monthly late payment charge of one- and one-half percent (1.5%) shall be charged to all balances not paid by the due date.

F. Load Management Interruptible Space Heating.

1. Single-phase, load management interruptible space heating service is available to all Members for separately metered controlled space heating where electric service is also used for lighting or other purposes and who agree to use the Cooperative's service for space heating under the terms and conditions set forth in this Section.
2. Type of service: Single-phase, sixty (60) Hz, at available secondary voltages. The time period when service will be available is offered under these options:
 - a. RC 14 – Energy Storage: Service will be available for eight (8) hours at night and two (2) hours in the middle of the day.
 - b. RC 15 – Dual-Fuel: Service may be disconnected at any time for up to a twelve (12) hour period of time within a twenty-four (24) hour period.

- c. RC 16 – Electric with or without Oil, Gas, or Wood Backup: Interrupted up to four (4) hours one (1) or two (2) times within a twenty-four (24) hour period.

3. Monthly Service Rate.

- a. Fixed cost of delivery charge: \$3.50.

- b. Energy charge:

	<u>September – May</u>	<u>June - August</u>
RC 14. Energy Storage:	6.95 cents per kWh	11.65 cents per kWh
RC 15. Dual-Fuel:	8.15 cents per kWh	11.65 cents per kWh
RC 16. Electric with or Without Oil, Gas, or Wood Backup:	8.75 cents per kWh	11.65 cents per kWh

- c. This account may be subject to PCA.

- d. Plus, applicable sales tax.

4. Conditions of Service.

- a. The Member's load will be switched by a radio receiver provided and installed by the Cooperative. The Member is to make provisions in his or her electric wiring for this receiver and will provide all other wiring, equipment, and installation, including a relay which will be a double pole, a socket extender, or a Cooperative approved relay panel.
- b. Dual-fuel shall consist of two (2) heat sources that are independent of one another, and each must be capable of supplying the entire heating demand for the dwelling and building for a maximum twelve (12) hour interruption in twenty-four (24) hours (i.e., electric with gas, oil, wood or electric thermal storage).
- c. Electric heat with or without gas, oil, or wood backup. The Member must have a permanent electric heating load capable of heating the entire building. The Cooperative will interrupt the electric heating load up to four (4) hours for one (1) or two (2) times a day.
- d. The electric heat shall be turned off during peak periods and any other source of heating other than electric approved by the Cooperative's wholesale power supplier shall be used during the controlled periods.
- e. The receiver shall be installed by the Cooperative on the outside of the building according to Cooperative specifications.
- f. The meter shall record the electric heating load separately from the general-purpose meter and may, at the option of the Cooperative, be a subtractive meter.

- g. The home or building shall be adequately weatherized in compliance with Cooperative requirements.
- h. The Member shall sign an agreement absolving the Cooperative of any liability should the Member's backup system fail to provide adequate heat. The Cooperative reserves the right to disallow an electric heat rate to any Member they feel does not have an adequate backup system or is not properly weatherized.
- i. Any tampering with equipment to bypass the receiver or meter will disqualify a Member from the electric heat rate.
- j. For clarification purposes, a hot tub, sauna, or jacuzzi may be connected to the electric heat load.

5. Terms of Payment.

- a. The meter shall be read by the AMI.
- b. Payment must be made within fifteen (15) days of the date the bill is rendered.
- c. The above rates are net. A monthly late payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date.

G. Dusk-to-Dawn LED Lighting.

- 1. Dusk-to-dawn LED lighting service is available to all Members on a rental basis and must be installed on Cooperative poles. Power supply must come from the Cooperative provider.
- 2. Service Rate.

	<u>Unmetered.</u>
Rental:	RC20: \$10.45 per month.
Rental, Yearly:	RC23: \$125.40 per year.

Plus, applicable sales tax.

3. Conditions of Service (Rented).

- a. The Cooperative shall furnish and install a LED light. Members requesting their dusk-to-dawn LED light be placed on a separate transformer due to location or needs will pay a monthly facility charge, as outlined in subsection A above, and the appropriate rental rate. Line extension charges will be applicable for any additional material such as poles, wiring, and transformers that the Member may need or desire and shall be installed at the Member's expense. These charges are to be charged at the discretion of Cooperative management.

- b. Normal maintenance of the unit will be made by the Cooperative at no additional expense to the Member and during regular working hours. Members requiring immediate service shall be billed at regular or overtime wages, as the case may be.
 - c. All costs due to vandalism shall be charged to the Member, including the cost of labor and mileage, if any.
 - d. The unit remains the property of the Cooperative, and the Member shall allow authorized representatives of the Cooperative to enter upon the Member's premises and to trim trees and shrubs as necessary for maintenance of the unit and for the removal of said unit upon termination of service under the agreement signed by the Member.
4. Terms of Payment.
- a. Payment must be made within fifteen (15) days of the date the bill is rendered.
 - b. The above rates are net. A monthly late payment charge of one and one-half percent (1.5%) shall be charged to all balances not paid by the due date.
 - c. Cities, towns, and villages will be billed annually in advance with the annual billing date being December 1st of each year.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 6A

Subject: Power Cost Adjustment (PCA)

Effective Date: March 29, 2022, **Approved Date:** March 29, 2022

I. PURPOSE.

This rider is applicable to all electric service rates established by the Cooperative's Board of Directors, except the rental rates for dusk to dawn yard lights, or any rates that do not utilize a separate energy charge. The Board of Directors may defer or suspend collection of the PCA at any time.

II. POLICY:

Monthly Rate

There shall be added to each monthly bill for electric service, an adjustment per kilowatt-hour (kWh) based upon the cost of power purchased during the most recent calendar month for which actual costs are known. This adjustment per kWh will be rounded to the nearest \$0.00001.

CALCULATION OF PCA

The Board of Directors shall periodically set the purchased power base rate (PCA Base rate) with consideration of any cost-of-service study, rate analysis, and/or projected wholesale power cost projections from Dairyland Power Cooperative. Then the following steps for the monthly PCA calculation shall be followed:

1. The actual purchased power cost for the most current month shall be compared to the calculation of the same amount of kWhs at the established PCA base rate.
2. The resulting difference, positive or negative, shall result in a total PCA charge or credit.
3. Ninety percent (90%) of the calculated PCA charge or credit shall be applied at a rate based on the budgeted kWh sales for the current month.
4. The actual PCA charges or credits for the month shall be compared to the total from step 2 above.
5. The difference from step 4 shall be added or subtracted when calculating the total PCA for the succeeding month.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 7

Subject: Non-Standard Services

Effective Date: March 26, 2019, **Approved Date:** April 29, 2019

I. PURPOSE.

The purpose of this policy is to set forth details of the non-standard services that are provided to Members by the Cooperative.

II. POLICY.

- A. Upon request of a Member and based on the circumstances in each individual case, the Cooperative will consider moving, modifying, or changing its Distribution Facilities to provide service to the Member at no additional cost to the Cooperative. The Member shall be responsible for all costs of any special installation necessary to meet particular requirements for service at other than standard Cooperative practice, which shall be paid for by the Member prior to the commencement of construction. The Member shall also submit a signed, written request for the changes and must be in good standing with the Cooperative.
- B. If the Member proceeds or directs the Cooperative to proceed with the work and/or becomes dissatisfied with the work for any reason and if either the Member or any future landowner requests the Cooperative to make further changes to his or her Distribution Facilities, the Member or future landowner shall be responsible for the costs associated with those changes, even if those changes are to restore the service to Cooperative standards.
- C. The Cooperative reserves the right to refuse non-standard modifications if such modifications would compromise the system and/or are deemed by the Cooperative to (i) be detrimental to safety, the Cooperative's system operation, or other Members' electrical systems or (ii) go against recommended industry practices.
- D. All equipment required for non-standard construction shall remain the property of the Cooperative, and the Cooperative shall retain the exclusive right to operate and maintain such equipment located on its side of the point of delivery. Such equipment shall include but is not limited to neutral isolators and other devices intended to prevent the voltages normally found on the primary neutral from being conducted to the Member's secondary system.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 8

Subject: Neutral-to-Earth Voltage

Effective Date: March 26, 2019, **Approved Date:** April 29, 2019

I. PURPOSE.

The purpose of this policy is to establish guidelines and procedure regarding neutral-to-earth voltage in general, requests for neutral isolation devices, stray voltage checks and complaints, and requests for relocation of services.

II. POLICY.

A. General.

1. The Cooperative provides electric service to its Members utilizing a multi-grounded, current-carrying neutral, which is usually connected to all grounds throughout the system, both primary and secondary. The intent of a multi-grounded neutral system is to enhance the safe operation of the distribution system by stabilizing voltage under normal, lighting, and fault conditions.
2. A multi-grounded neutral system carries current and will, therefore, have a voltage on it with respect to the earth. This voltage is a normal system condition and can be measured on all primary and secondary neutral conductors. The level of voltage on the primary neutral will vary depending on its electrical characteristics, the surrounding soil resistivity, and energy utilization of the Member and other Members on the line, if any.
3. Under normal operating conditions, there may be neutral-to-earth voltage differences between unlike points or locations, but such differences are generally unnoticeable to humans. Dairy cattle may be more sensitive to voltages between points where they make contact. Neutral-to-earth voltages, whether arising on the Cooperative's system or the Member's system, cannot always be kept at a level necessary to assure that such levels will not affect dairy cattle.
4. Members involved in a dairy operation should consider whether their service requirements are different than the standard service with its inherent neutral-to-earth voltage. Members are encouraged to construct their facilities in ways that will satisfy the Members' special needs or requirements. If a Member suspects that normal neutral-to-earth voltages are affecting their dairy operation, the Member shall inform the Cooperative in a timely manner.

B. Neutral Isolation Device.

1. Pursuant to subsection C below, Members may request a neutral isolation device be installed. If a Member requests that a neutral isolation device be installed, the neutral isolation device must be installed by the Cooperative since the device is located on a high voltage pole that requires high voltage workmanship. Testing and installation costs of the neutral isolation device shall be paid for by the Cooperative.
2. Neutral isolation devices installed will remain the property of the Cooperative and will be serviced by the Cooperative at no cost to the Member, unless the device is subject to vandalism or tampering, in which case the Member shall be responsible for the replacement costs of such device. No other protective equipment shall be allowed on the Cooperative's transformer pole, unless the equipment has first been approved by the Cooperative.
3. It is the responsibility of the Member to notify the Cooperative immediately if the Member has any electrical concerns about the neutral isolation device.
4. An alternative to neutral isolation is the installation of an equipotential plane or an electronic grounding system. The installation costs of these devices will be shared between the Member and the Cooperative. The cost sharing for an equipotential plane or an electronic grounding system installed by the Member is available on the basis of a fifty percent (50%) contribution by the Cooperative up to a total contribution of one thousand dollars (\$1,000.00) by the Cooperative. There is not a determined voltage level needed to apply for partial funding in this instance. Partial funding is available from the Cooperative after a system (equipotential plane or electronic grounding system) is installed and verified by the Cooperative.

C. Requests for Neutral Isolation Devices. The Cooperative shall make available to dairy farm Members a service that isolates the Cooperative's primary system neutral from the Member's secondary neutral, upon the request of the Member. Such service is considered non-standard but will be made available upon the following basis:

1. The Cooperative shall only allow neutral isolation on operating dairy farms to address stray voltage concerns.
2. The Member must complete the "Application for Isolation", a copy of which is attached to this policy as Attachment A.
3. The Member must have the farm inspected and certified to be safe for neutral isolation by a qualified electrician, and the Cooperative must receive a copy of such certification.
4. The Cooperative requires that the Member allow stray voltage testing in animal confinement areas before and after the farm has been isolated. Testing must also be allowed any time after the Cooperative makes any changes to the system that may impact neutral-to-earth voltage levels or animal contact voltages.

5. Although it is not the responsibility of the Cooperative to ensure complete isolation, the Cooperative will attempt to notify all other utilities in the area of the request to isolate the farm. It is understood that other utilities must be properly separated in order to effectively isolate the Member farm.
 6. The Cooperative shall require the property owner(s) and/or the Member to sign an “Agreement for Non-Standard Service: Neutral Isolation”, a copy of which is attached to this policy as Attachment B.
 7. The Member shall pay for the cost of any excess facilities or work requested beyond the basic isolator installation.
 8. The Cooperative strongly encourages the Member to have the premises inspected by a state-certified electrical inspector or a state-licensed master electrician for the safety of those living and working on the premises.
- D. Stray Voltage Checks. If a Member, their electrician, or their contractor requests a stray voltage check, the test will be completed at no charge to the Member. All test data will be filed in the neutral-to-earth voltage file at the Cooperative’s office in Ladysmith, Wisconsin.
- E. Stray Voltage Complaints.
1. Any stray voltage complaint shall be acted upon by the Cooperative as soon as possible. A record of the time, date, Cooperative employee receiving the initial call, and all communications between the Cooperative employee(s) and the Member and/or the Member’s electrician shall be provided to the Cooperative personnel responsible for electrical testing at the Member location. A service order is the preferred method of documenting the original contact.
 2. The Cooperative shall make necessary arrangements with the Member to set up an appointment for further investigation.
 3. The Cooperative personnel responsible for the investigation shall complete the neutral-to-earth investigative sheets as it applies to the individual Member investigation.
 4. In performing the investigation, a recording voltmeter may be installed in the cow contact area for a minimum of twenty-four (24) hours. Additionally, all neutral conductors and connections on the yard pole and transformer pole may be checked, and “crimp-type” connectors may be installed as experience and conditions dictate.
 5. If the voltage is at one (1) V or greater (measured with a five hundred (500) ohm resistor) in the cow contact areas, measures may be taken to reduce the level of voltage at cow contact areas as a precautionary measure.

6. If on-farm concerns are identified by the Cooperative, the Member shall be informed, and the Member may have a qualified electrician or equipment dealer(s) review these concerns at the Member's expense.
 7. It is understood that the primary neutral conductor is a current carrying conductor, and, when measurements are taken, including measurements that relate to the primary neutral, the Cooperative line superintendent will review such measurements to determine whether any action should be taken based on the measurements of the Cooperative. The following procedures may be taken:
 - a. The Cooperative may check neutral connections along the main distribution line neutral.
 - b. The distribution system grounding in the area may be checked and changed as experience dictates.
 - c. The resistance of grounds may be measured. Under certain circumstances additional grounds may be added as permitted by Rural Utility Service standards. The voltage may be monitored to see if grounding conditions have an influence on voltage levels as measured at cow contact locations.
 - d. After an investigation and after consideration of the various methods of addressing neutral-to-earth voltage concerns, the Cooperative may separate the primary and secondary neutrals at the service transformer on a temporary basis using an appropriate isolation device, as determined by the Cooperative. During such temporary period of up to ninety (90) days, the Member and the Cooperative may pursue methods of further addressing neutral-to-earth voltage levels.
 - e. If after ninety (90) days, the Cooperative is satisfied that there are no satisfactory alternative means to address neutral-to-earth voltage concerns to an agreed upon or acceptable level, the Cooperative will, at the request of the Member, provide permanent separation of the primary and secondary neutrals at the transformer pole. Materials and devices used in providing this non-standard service of neutral separation shall be owned and maintained by the Cooperative.
 - f. The Member shall notify the Cooperative immediately if the Member suspects that isolation is not meeting the needs of the Member. The Member is responsible for detection and removal of any man-made bypass of the isolation device, including but not limited to connections to water pipes, fences, phone lines, or other utility connections.
- F. Requests for Relocation of Services. A Member requesting service relocation will bear one hundred percent (100%) of the cost of such relocation. To relocate the primary distribution lines and equipment, a Member must apply in writing to request a service relocation using the Cooperative's "Request to Relocate Service" form, a copy of which is attached to this policy as Attachment C.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

ATTACHMENT A

APPLICATION FOR ISOLATION

Isolation requires the separation of any other interconnections to the Jump River Electric Cooperative Inc.'s (the "Cooperative") system. List below any other utilities involved so that the Cooperative can attempt to notify those utilities, including but not limited to telephone, cable TV, and natural gas utilities. This is needed to assure that any other utility grounding system does not provide a direct interconnect between the primary and secondary neutral systems intended to be separated. This request will serve as a notice to make the needed changes to achieve the separation and notify the utility personnel of any hazards separation may pose to the operation of their system.

LOCATION OF PENDING ISOLATION

NAME: _____ FIRE NUMBER: _____

COOPERATIVE'S LOCATION NUMBER: _____

ADDRESS: _____

CITY _____ STATE _____ ZIPCODE _____

HOME PHONE: _____ FARM PHONE: _____

DO YOU HAVE THE FOLLOWING UTILITIES? IF SO, LIST.

TELEPHONE: _____

CABLE TV: _____

NATURAL GAS: _____

OTHER: _____

ATTACHMENT B

AGREEMENT FOR NON-STANDARD SERVICE: NEUTRAL ISOLATION

I/We _____ are member(s) of the Jump River Electric Cooperative, Inc. (the "Cooperative") and receive electric service from the Cooperative at the premises located at _____, Wisconsin.

Location Account Number: _____.

I/We have requested that the Cooperative disconnect the common bond between the utility primary (7,200 volt) system neutral and the (120/240 volt) premises electrical system neutral and install a neutral isolator/coupler.

I/We realize that if the Cooperative, pursuant to this request, modifies the standard connection between the primary and secondary by disconnecting the permanent neutral bond, a potentially hazardous situation is created on the farm premises.

I/We understand that the Cooperative in no manner warrants the operation of the isolator/coupler. The Cooperative has cautioned me that it is subject to device failure. I understand if a device failure occurs and remains undetected, the farm could be subject to excessive voltages with the associated risk of serious injury to persons or property.

I/We realize that failure of the neutral isolator/coupler device cannot be detected by visual or audible means prior to, during, or after its failure. Tests on this device are only an indication of its serviceability. The Cooperative shall provide simple device testing and inspection from time to time, designed only to detect major malfunctions of the unit.

I/We agree to notify the Cooperative of any unusual conditions or suspected malfunctions of the neutral isolator/coupler device, and the Cooperative shall then immediately reconnect primary and secondary neutrals until a replacement unit can be obtained and installed or the apparent problem resolved.

I/We understand that, due to the necessity of installing the neutral isolator/coupler device in a location near the Cooperative's transformer, the location of the device is considered hazardous for non-Cooperative personnel. I/We agree not to allow any tampering with the neutral isolator/coupler device, its connections, or any other Cooperative equipment on our property by ourselves or any person, other than an authorized representative of the Cooperative.

I/We hereby allow stray voltage testing in the animal confinement area before and after the farm has been isolated. Testing must also be allowed any time after the Cooperative makes changes to the system that may impact neutral-to-earth voltage levels or animal contact voltages.

I/We understand that this request is made without relying upon any representations made by the Cooperative or its representatives.

I/We for myself/ourselves and all other persons or organizations affiliated with us, agree that the

Cooperative is released from liability for any injury we may sustain that is related to the installation and/or operation of the isolator(s). We also agree to indemnify and hold the Cooperative harmless from liability for any injury that we or anyone else claim is related to the installation and/or operation of the isolator.

I/We agree to pay for the modifications required to implement this non-standard service as follows:

Costs to be paid prior to installation to modify existing facilities: \$ _____.

Cost to be paid monthly for installation, operation, maintenance, and testing of the isolator/coupler of \$ _____ per month to be applied to my electric service account as a facility surcharge on the location account number shown above.

I/We understand all of the above considerations and have full authority to execute this Agreement and to comply with its terms.

Signature(s) Must Be Notarized

Date: _____ Signed: _____
(Property owner(s) signature required.)

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public State of Wisconsin
My commission expires:

Date: _____ Signed: _____
(Dairyman(s) signature(s) required, if different than property owner(s).)

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public State of Wisconsin
My commission expires:

ATTACHMENT C

REQUEST TO RELOCATE SERVICE

I/We hereby request the Jump River Electric Cooperative, Inc. (the “Cooperative”) to relocate the electric service to my/our farm. I/We understand that relocating the service may cause a voltage drop in the secondary line to my/our farm. A voltage drop means that a level of voltage available at member locations where equipment is being used or electricity is being demanded may be lower than adequate for motors, equipment and other electrical demands needed by the member. I/We understand that lower than adequate voltage may be harmful to my/our motors, equipment, or property by other utilities, such as a water supplier, telephone service provider, and other utility interconnections. I/We understand that the Cooperative is responsible for the service only to the meter, and my/our responsibility will begin at that point. I/We agree to pay the cost, as estimated, to relocate the service. I/We understand that relocating the service may cause stray voltage and/or increase neutral-to-earth voltage levels on my/our farm. I/We agree to hold the Cooperative harmless for the voltage drop and/or stray voltage caused by relocating the service.

LOCATION

Name: _____

Address: _____

City: _____, WI Zip: _____

Account Number: _____ Phone #: _____

Landowner(s) Signature:

Signed: _____ Date _____

Print Name: _____

Signed: _____ Date: _____

Print Name: _____

NOTE: The amount due plus this form must be completed and returned to the Cooperative prior to scheduling service relocation. The Member’s electrician must be present when service is relocated.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 9

Subject: Underground Distribution Service

Effective Date: March 26, 2019, **Approved Date:** July 3, 2019

I. PURPOSE.

The purpose of this policy is to set forth guidelines that the Cooperative and its Members shall follow for establishing underground distribution services.

II. POLICY.

- A. Members desiring an underground service from overhead wires must bear excess cost incidental thereto. Specifications and terms for such construction shall be furnished on request. The Cooperative shall be receptive to and realistic in the Member's request and desire for underground service.
- B. Each extension, distribution, or secondary shall be considered by the Cooperative on its merits. The Cooperative shall determine the route for the cable and the location of any underground equipment, including pedestals and metering points.
- C. Easements shall be granted at no expense to the Cooperative and pursuant to Member Policy No. 20. The underground easement form shall provide the Cooperative with access to a thirty (30)-foot right-of-way and a minimum of twelve (12) feet cleared and maintained free and clear of any obstructions for traveling purposes. The easement strip shall be graded to a level, which will not be above or more than four (4) inches below finished grade, prior to the time installation or underground Distribution Facilities are commenced by the Cooperative. The Cooperative shall be notified in advance of any change of grade after the installation is made. The Member shall pay additional costs incurred by the Cooperative due to any change.
- D. If a Member requests conversion from existing overhead Distribution Facilities to underground Distribution Facilities, the Member shall pay all costs as they may apply plus the cost of removal of the overhead Distribution Facilities, which shall be paid in advance of the Cooperative commencing work.
- E. In the event the underground Distribution Facilities must be installed in frozen ground, rock, or in areas in which excavation is abnormal and difficult, the Member shall pay any additional costs incurred due to such conditions.
- F. The Cooperative shall open the required trenches for primary and secondary construction and shall backfill only to the extent that a safety hazard does not exist. Finished leveling, sodding, or seeding shall be the expense of the Member requesting

service. Joint use of trench facilities with other utilities will be allowed by permit only.

- G. The underground cable will be installed so that no buildings or other similar structures, including but not limited to decks, patios, septic systems, and garages, are over or within any distance that would cause a code violation. If a building or similar structure is built over the underground cable, the Cooperative shall notify the Member of the code violation and request a meeting with the Member to determine remedial action. Any remedial costs shall be the responsibility of the Member. If a meeting between the Cooperative and the Member cannot be arranged, the Cooperative shall make necessary corrections to the Cooperative's Distribution Facilities and bill the Member for such corrections.
- H. The Cooperative shall not be liable for damage to landscaping, fences, sidewalks, driveways, or other obstructions incident to the installation, maintenance, or replacement of underground Distribution Facilities, unless caused by the Cooperative's own negligence.
- I. Any quotations given pursuant to this policy by the Cooperative shall be valid for thirty (30) days from the date of quotation. For more information on underground distribution service pricing, see Member Policy No. 15.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 13

Subject: Idle Service

Effective Date: March 26, 2019, **Approved Date:** July 3, 2019

I. PURPOSE.

The purpose of this policy is to set forth a systematic method of retirement of Idle Services.

II. POLICY.

- A. If a service remains idle for twenty-four (24) months or longer, the Cooperative may, at its discretion, notify the Member that an Idle Service is located on their property and give the Member the option to either retain or remove the Idle Service. If the Member elects to retain the Idle Service, the Member shall pay a monthly or yearly facility charge. If the Member elects to remove the Idle Service or if no response is received within the time period set forth in the notice, no further notification will be sent to the Member, and the Cooperative may remove the Idle Service.
- B. If a Member requests reconnection of a retained Idle Service, the Member shall agree to a twelve (12) month commitment for service. In the event the service is disconnected within the commitment period for any reason, the Cooperative may require the Member to immediately commence payment of a monthly or yearly facility charge or the service will be subject to immediate removal.
- C. If an Idle Service has been removed and electric service is requested at the same location, the request will be treated as a new service. All costs associated with a new service installation will be calculated in accordance with the applicable Member Policies in effect at the time of request.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 14

Subject: Deposits

Effective Date: March 26, 2019, **Approved Date:** February 26, 2019

I. PURPOSE.

The purpose of this policy is to set forth all deposits associated with the services provided by the Cooperative and payable by the Members.

II. POLICY.

A. Deposits – New Members.

1. The Cooperative shall require each new Member to have a soft pull credit check. The results of the credit check will determine the amount of deposit needed. To minimize subsidy of unpaid bills by other Members, in addition to the foregoing, the Cooperative may require a deposit from a new Member for any of the following reasons:
 - a. The Member has an outstanding balance on a prior account with the Cooperative, and, at the time of the request for new service, such account remains unpaid and not in dispute.
 - b. The Member has an unsatisfactory credit history, as determined by the Cooperative's credit check, including but not limited to the Member's filing of bankruptcy or receivership within the five (5) years prior to the date of the application for new service.
 - c. The Member has, in the past, used electric service in an unauthorized manner.
 - d. The Member does not own the property for which he is applying for service.

B. Deposits – Commercial or Large Power Service.

1. If the credit of a Member applicant for new Commercial Service or Large Power Service has not been established satisfactory to the Cooperative, the Member may be required to deposit a sum not to exceed the estimated gross bills for the two (2) highest months within the past eighteen (18) months. In determining whether or not a Member has satisfactorily established its credit, the Cooperative shall consider the following factors before requiring a deposit:

- a. Whether the Member is a tenant on the premises to be served, regardless of whether the owner of the premises is a guarantor of payment.
 - b. Assets of the business belonging to the Member.
 - c. The financial condition of the Member's business, as shown by financial statements.
 - d. The type of business, including whether or not seasonal in nature.
 - e. The estimated size of the Member's bills.
 - f. The Member's relevant business experience and knowledge.
 - g. Large load infrastructure, in which case the Cooperative will require a written contract and/or deposit.
 - h. Any other information that the Cooperative deems appropriate.
- C. Deposits – Existing Members. The Cooperative shall not require a deposit as a condition for continued service, unless a Member has an unsatisfactory credit or service standing with the Cooperative due to either of the following, in which case the Cooperative may require a deposit as a condition for continued service:
1. The Member has been issued a notice of disconnection due to non-payment or has been disconnected due to non-payment.
 2. In an unauthorized manner, the Member has interfered with or diverted the service of the Cooperative.
 3. If necessary, the Cooperative shall require existing Members to have a soft pull credit check. The results of the credit check will determine the amount of deposit needed.
- D. Deposits – Buildings Moves.
1. To ensure reimbursement to the Cooperative of the expenses involved in the moving of buildings by individuals, groups, or contractors where time and material are expended by the Cooperative, a minimum advance deposit may be charged as follows:
 - a. Primary single-phase tap to a single dwelling: \$500.00.
 - b. Secondary service: \$200.00.
 - c. Primary single-phase line: \$1,000.00.
 - d. Primary multi-phase line: \$1,600.00.

- e. Temporary guys: \$600.00 each.
 - f. Revenue erosion and plant devaluation of total bill: 50%.
2. The advance deposit shall be collected at least two (2) weeks prior to the scheduled move in order to allow checks to clear the bank.
 3. If it is anticipated that the move will exceed the advance deposit required above, an additional deposit may be required based upon the estimated additional work or time involved.
 4. Time and mileage shall be billed in accordance with the rates in effect for all Members and shall commence with the time and mileage when an employee first goes out to determine the degree of crossings and work involved. Radio spot announcement and newspaper notices shall be included in such charges.
 5. When the move is completed, the costs involved shall be totaled as soon as practical, and, if the deposit exceeds the actual cost, a refund shall be made to the Member who made the deposit. If the actual cost exceeds the deposit, the Member shall be billed for the excess charges with payment due upon receipt.
 6. House moves shall be done between May 1st and November 1st. Any other moves are at the discretion of the Cooperative.
 7. All cancellations for building moves shall be made within seventy-two (72) hours advance notice. Failure to do so will subject the Member to a five hundred dollar (\$500.00) penalty and any additional cost invested by the Cooperative, which shall be retained from the deposit.

E. Deposits – Disconnected Accounts.

1. If an account has been disconnected for non-payment, a minimum deposit shall be collected by the Cooperative prior to reconnection of the greater of: (i) the total two (2) highest bills that the Member had in the previous eighteen (18) months prior to the disconnection, or (ii) an amount equal to the amount the Member owed to the Cooperative when the account was disconnected or turned over to a collection agency.

F. Deposits – Bankruptcy.

1. A Member who files a Chapter 7, 11, 12, or 13 bankruptcy proceeding shall, within twenty (20) days after the filing of the bankruptcy petition pay a deposit to the Cooperative of the total two (2) highest bills that the Member had within the previous eighteen (18) months.
2. In the event the Member provides proof that the Member's electric usage will be lower in the future than that of past usage patterns, the Cooperative may agree to a

lower deposit. Notwithstanding, the deposit shall not be less than twice the total of the two (2) highest bills that the Member had within the previous eighteen (18) months.

3. In the event the Member objects to paying or does not pay the deposit, the Cooperative may discontinue service.
4. The deposit under this subsection shall be made:
 - a. After twelve (12) consecutive months of no late payments a portion of the deposit may be returned at the discretion of the Cooperative.
 - b. Upon payment of final billing by the Member.
 - c. Upon court order.
5. In the event of non-payment of final billing by the due date, the deposit under this subsection shall be applied against amounts due to the Cooperative by the Member with any remaining balance being refunded to the Member.

G. Deposits – Other.

1. The Cooperative shall not require any deposit for service based upon race, color, creed, sex, age, national origin, or any other criteria not authorized by this policy.
2. A portion of the deposit under this policy may be refunded or credited to the Member's account if a Member has made payments on time for twelve (12) consecutive months at the discretion of the Cooperative.
3. No interest in any form shall be allowed on deposits placed with the Cooperative for service, except as required by applicable law.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 16

Subject: Returned Payment

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to set forth the consequences of a Member's returned check or ACH payment.

II. POLICY.

- A. If the Cooperative receives a returned check, the Member shall be informed by writing or by telephone that the check was returned and that the Cooperative is redepositing the check. If the Cooperative receives a returned ACH payment, the Member shall be informed by writing or by telephone that the ACH payment was returned and that the Member shall make an alternate form of payment for the returned amount.
- B. If a Member's check or ACH payment is returned for the first time during each twelve (12) month period, there will be no service charge. For any subsequent returned checks or ACH payments, the Cooperative shall charge a thirty-five dollar (\$35.00) service charge. The Member shall be further notified in writing or by telephone that if reimbursement or arrangements have not been made within five (5) days of the subsequent return, the Cooperative will take necessary action to collect the amount owed or will disconnect the service, in which case a forty dollar (\$40.00) collection or disconnection fee shall be added.
- C. If the Cooperative receives two (2) returned checks within a twelve (12) month period from one (1) Member, the Member shall be advised that if a third (3rd) returned check is received within the remainder of the twelve (12) month period, the Cooperative will not accept any more checks from the Member for the remainder of the twelve (12) month period. If the Cooperative receives two (2) returned ACH payments within a twelve (12) month period, the Cooperative will no longer allow the Member to use ACH, and the Member will need to make payments through a different method.
- D. A Member disconnected for non-payment under this policy shall be subject to reconnection charges and fees, as outlined in Member Policy No. 15.
- E. Late-payment and service charges shall still apply even if a Member predates a check or requests that a current check be held until a certain date.

- F. Insufficient funds, closed accounts, or payments stopped that were provided by a Member to reconnect an account that was disconnected for non-payment subjects the account to immediate disconnection.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 17

Subject: Economic Development Loan Program

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to set forth guidelines that will govern the Cooperative's participation in future economic development projects.

II. POLICY.

A. Any bonafide Member of the Cooperative may request economic development funding from the Cooperative, provided that the Member is in good standing with the Cooperative and that the Member's electric energy requirements are supplied by the Cooperative for the duration of the funding.

B. Limitations.

1. Applications for funding for economic development projects under this policy shall be limited to a maximum of one hundred thousand dollars (\$100,000.00) per calendar year per Member. The maximum cumulative loans outstanding shall not exceed the sum of one hundred thousand dollars (\$100,000.00), which may be changed by the Board from time to time. Said loans shall draw interest at a rate to be determined by the Board. All economic development project loans shall be for a maximum term of ten (10) years and shall be repaid in equal, annual installments.
2. Disbursement of any funds received from the DPC for economic development must comply with the policies and regulations, as amended, of DPC and this policy. Funds received from all other sources must also comply with the policies and regulations of those sources and this policy.

C. Requirements. All requests for funding shall comply with the following requirements:

1. A signed written application must be submitted to the Cooperative for each project.
2. Any corporate member or association shall provide a certified copy of the board resolution authorizing said application.
3. A detailed description of the project and its expected benefits must be submitted to the Cooperative.

4. The project must be approved by resolution of the Board and by other funding sources involved, if any, before funds are made available.
 5. Funds shall be disbursed upon the execution of proper loan instruments.
 6. The loan recipients shall report to the Board on a regular basis as to the status of each project.
- D. Any exceptions to this policy shall be approved by the Board prior to implementation.
- E. Procedures.

1. Application for Economic Development Loans:
 - a. Loan application - with amount requested.
 - b. Credit references - financial statement, balance sheet, and tax returns.
 - c. Appraisal of property.
 - d. Cost estimates of project.
 - e. Insurance certificates.
2. First mortgage or other form of guarantee of payment satisfactory to the Board.
3. The Board will determine the interest rate to be charged to each loan.
4. The Board and Cooperative management will determine the maximum to be loaned to a Member. Each loan will be individually considered.
5. The Board, Cooperative management, and debtor will determine the payment schedule, whether monthly, quarterly, semi-annually, or annually.
6. Review and approve the loan.
7. Debtor signs the note.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 18

Subject: Signage

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to forbid the posting of any signs by Members or other individuals to the Cooperative's poles or structures.

II. POLICY.

- A. Cooperative personnel are hereby authorized to remove all signs that are attached to the Cooperative's poles or structures or that they find attached to the Cooperative's poles or structures in the future.
- B. If any signs that were removed reappear on the Cooperative's poles or structures, such signs will again be removed at the expense of the Member who owns the property housing such poles or structures.
- C. The only signs permitted to be attached to the Cooperative's poles or structures are those placed by Cooperative personnel, such as "High Voltage" signs.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 19

Subject: Land Use Permits

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to establish guidelines for obtaining a land use permit.

II. POLICY.

- A. Before any new service is built, Cooperative management should be certain that the Cooperative's investment in the line extension will not be impaired.
- B. Cooperative management may require a copy of a land use permit and permit number, or conditional use permit, which will normally be issued by the applicable county zoning administrator, township or municipal authority.
- C. In the case of a new service to existing buildings, if a land use permit or conditional use permit is not required but if the Cooperative management feels that the investment required by the Cooperative may be impaired, the Cooperative may request a contribution in aid of construction and retirement from the Member.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 21

Subject: Member Inspection of Books & Records

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to ensure that Members have the right to inspect the books and records of the Cooperative and to provide guidelines that protect the confidentiality and privacy of Cooperative information.

II. POLICY.

- A. Copies of the Cooperative's Articles, Bylaws, Board Policies, Member Policies, and other rules, regulations, books, and records are on file at the Cooperative's office and are open to inspection by Members. The above may be revised, amended, supplemented, or otherwise changed by action of the Board.
- B. Any Member or his or her agent or attorney may inspect the books and records of the Cooperative, subject to the following conditions and limitations:
 - 1. The Member is acting in good faith;
 - 2. The inspection sought is for a proper purpose relating to the Member's interest in the Cooperative's business or affairs;
 - 3. The books and records sought to be inspected are pertinent to such proper purpose;
 - 4. In the reasonable judgment of the Cooperative, disclosure of the requested information to the Member would not adversely impact the best interests of the Cooperative;
 - 5. The books and records requested cover no more than the current and five (5) preceding fiscal years, unless, in the sole judgment of the Cooperative, there are extraordinary and compelling circumstances that warrant more extensive access; and
 - 6. The inspection is at a reasonable time.
- C. The Member's inspection shall be based upon a written request to the Cooperative on the Cooperative's "Application to Inspect Books and Records", a copy of which is attached to this policy as Attachment A, which shall be made not less than one (1)

week prior to the time of such requested inspection and which shall be submitted to the Cooperative electronically, by mail, or in person. In the request, the Member shall describe in detail the purpose of the request, including a specific explanation of what the Member will do with the information. A vague or non-specific explanation prevents the Cooperative from making an informed determination of good faith and proper purpose, which may cause denial of the request.

- D. The GM/CEO shall be responsible for the initial determination of whether to provide access to all or any portion of the requested records, including but not limited to the determination of good faith and proper purpose. In case of doubt, the GM/CEO may refer such determination to the Board, and, in the event of an adverse initial determination by the GM/CEO, the Member may appeal such initial determination to the Board. All determinations by the GM/CEO and the Board shall be provided to the requesting Member electronically, by mail, or in person. In all cases, any determination by the Board shall be final, subject to any ruling or order of a court having jurisdiction concerning the lawfulness of that determination under the applicable statute.
- E. The following books and records of the Cooperative shall not be open to inspection by any Member, except by specific authorization of the Board:
1. Personnel actions, such as promotions, demotions, and disciplinary matters;
 2. Compensation information of individual employees, except when and to the extent the information is required to be disclosed on IRS Form 990;
 3. Trade secrets and like information where disclosure might cause competitive disadvantage to the Cooperative;
 4. Price or bid quotations for equipment, materials, appliances, fuel, insurance, etc., prior to acceptance;
 5. Information subject to a formal non-disclosure agreement entered into in the usual course of business;
 6. Confidential intra-office memoranda or communications;
 7. Financial books or records if the Cooperative is subject to any legal duty to preserve the confidentiality of or protect the privacy of information contained in the financial books or records;
 8. Material or communications possibly libelous in nature;
 9. Individual Member information, such as billing data, communications, and other information identified by Member name; and
 10. Information subject to a legal privilege or qualifying as work product.

- F. In determining good faith and proper purpose, the GM/CEO and Board will consider the applicable statutes and court decisions concerning rights of shareholders of business corporations and members of cooperatives to inspect the books and records of the enterprises in which they have an ownership interest for a proper purpose. Proper purpose shall be presumed to be a purpose to protect the financial interest of the Member and not one merely to satisfy curiosity, promote some political or social goal, or to advance the non-cooperative commercial interest of another person or enterprise.

- G. A Member receiving electric service may make notes on or copies of the Cooperative's books and records inspected. The Cooperative will furnish, within reason, photocopies of such records, provided the Member pays the reasonable cost thereof, including employee time, duplicating materials, and use of duplicating equipment; the Member pays the advance deposit of an amount estimated to cover such cost; and the Member signs the "Acknowledgement of Receipt of Documents and Records", a copy of which is attached to this policy as Attachment B.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

ATTACHMENT A

**APPLICATION TO INSPECT BOOKS AND RECORDS OF
JUMP RIVER ELECTRIC COOPERATIVE, INC.**

The undersigned member of the Jump River Electric Cooperative, Inc. (the “Cooperative”), as applicant, does hereby make application to inspect certain books and records of the Cooperative and, in support thereof, does hereby represent and state that:

1. Applicant is a member receiving electric service from the Cooperative and has been such a member since _____.

2. Applicant is acting in good faith in seeking this inspection. Inspection is solely for the purpose(s): [Describe specifically, not just in general terms, your purpose(s) for seeking access to the books and records of the Cooperative, including a detailed description of what you will do with the information.] _____

_____.

3. The books and records of the Cooperative sought to be inspected consist of the following:

_____.

4. Explain the connection between the purpose(s) described under (2) above and the books and records sought under (3) above: _____

_____.

5. Applicant agrees that if this application is granted, such inspection shall be for the sole use of applicant and for the use of no other person or organization, and such inspection shall be for the sole purpose stated above and for no other purpose.

6. Applicant agrees that he or she will not distribute or copy the documents or any of the information obtained from examining the books and records, without prior written approval of the Cooperative’s Board of Directors, and will not remove any books and records from the Cooperative’s offices.

7. The applicant hereby designates _____ as his/her authorized attorney or agent to make or assist applicant in making such inspection. If an attorney or agent is designated, that person shall sign below to confirm: (a) his/her agreement not to use or disclose any of the documents or any of the information contained therein, other than for the specific purpose(s) identified by applicant in (2) above and (b) his/her agreement to comply with the conditions of (6) above.

[Signatures on following page.]

Dated this ____ day of _____, 20 ____.

By: _____

(Applicant)

Name: _____

Account Number: _____

Address: _____

Telephone: _____

By: _____

(Attorney or Agent)

Name: _____

ATTACHMENT B

ACKNOWLEDGMENT OF RECEIPT OF DOCUMENTS AND RECORDS

I have requested that the Jump River Electric Cooperative, Inc. (the "Cooperative") provide me with copies of records for which I have paid reasonable duplicating costs. I acknowledge that the copying of the records was, at my request, for the purpose of my sole use and cannot be used by other persons or organizations. I further acknowledge that the records I have copied can be used for no other purpose than the one(s) that I have stated in my request.

Accordingly, I agree that I will not distribute or copy any information obtained from examining the records without prior, written approval of the Board of Directors of the Cooperative. I further agree that a reasonable fee for each breach of this agreement is one thousand dollars (\$1,000.00) because the Cooperative is charged with protecting the confidentiality and privacy of documents and information about the Cooperative's business, finances, members, and employees. I acknowledge that the Cooperative may elect, instead, to recoup the actual damages caused by any breach.

Amount Paid: \$ _____

By: _____

(Applicant)

Name: _____

Date: _____

Account Number: _____

Address: _____

Telephone: _____

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 22

Subject: Member Attendance at Board Meetings

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to create guidelines that the Cooperative may follow to ensure Members have the opportunity to appear before the Board.

II. POLICY.

- A. The Board shall, to the extent reasonable and practical, afford each Member an opportunity to appear before the Board and present appropriate matters for Board consideration.
- B. Any Member desiring to appear before the Board shall submit a request by using the “Member Request to Attend Meeting of Board of Directors” form attached to this policy as Attachment A. The request shall be set forth in writing and submitted to both the GM/CEO and Board President and shall set forth in detail the specific reason(s) for the request. A vague or non-specific description of the reason(s) may cause the Cooperative to deny the request.
- C. The signed and completed request must be submitted to the Ladysmith headquarters office of the Cooperative not less than fifteen (15) days prior to the Board meeting. Each request shall allow a maximum of five (5) additional persons to attend with the Member. Names of these persons shall appear on or attached to the request form.
- D. Unless expressly consented to by the Board, the following are not normally permitted to attend Board meetings:
 1. Members or representatives of communication media, such as newspapers, radio, television, etc.
 2. Individuals or members of organizations who or which have appeared in administrative, judicial, or other legal proceedings as adverse parties to a position taken by the Cooperative.
 3. Other persons who are not members of the Cooperative or designated legal representatives of a Member of the Cooperative.
- E. A request may be made for the stated purpose of observing one (1) or more particular items on the Board agenda, in which case, assuming the item does not require

- executive session consideration, the Board will make every reasonable effort to take up those items early on the meeting agenda for the requesting Member's convenience.
- F. A request may be made for the stated purpose of reporting a positive complimentary opinion to the Board.
 - G. A request may be made for the stated purpose of bringing a complaint or controversial matter before the Board, in which case the Cooperative's management shall first make every reasonable effort through conference with the requesting Member(s) to resolve the matter without the necessity of the Member(s) attending a Board meeting. If such efforts fail, then the Board shall schedule a time on its meeting agenda to hear the requesting member(s) if:
 - a. The Cooperative's GM/CEO, Board President, or attorney concludes that the subject matter of such request has merit and is not improperly motivated and that any decision that is to be made should be directly made or approved by the Board;
 - b. The Member requests or demands that he or she be permitted to make such appearance with or by legal counsel for a stated, bona fide purpose;
 - c. The Cooperative's attorney recommends that such appearance be made for the purpose of enabling a Member to exhaust his or her administrative remedies for an alleged wrong, even though the attorney may be of the opinion that the subject of the Member's complaint is wholly without merit or is improperly motivated; or
 - d. The Board decides that it is otherwise in the best interest of the Cooperative to grant the request.
 - H. Except as may otherwise be allowed, any attendance allowed at a meeting of the Board shall be limited to consideration of the specific matter(s) which the requesting Member or other person has set forth in writing as required. If more than one (1) Member or other persons request to attend a meeting of the Board in connection with the same subject, the Board, even though such request may be granted, may nevertheless restrict the maximum number of those who may appear at less than the total who have joined in the request.
 - I. Whenever one (1) or more Members or other persons are allowed to attend a meeting of the Board of Directors, the following procedure shall be honored:
 - 1. Such person(s) shall be seated away from the conference table so that their physical proximity to the meeting will not impair or interfere with its conduct.
 - 2. Without regard to the purpose of the person(s) attending a Board meeting, they will be duly informed that the Board reserves the right and that it has the duty to exclude them from the meeting at any time that the Board deems such action

necessary for the meeting to proceed objectively and without the prejudice or coercion that such person(s)' attendance might cause.

3. No audio or video recording will be allowed unless specifically requested or approved by the Board.
4. If the Member wishes to present any written materials to the Board, the Member shall deliver those in a reasonable amount to the location of the meeting no later than 12:00 p.m. on the business day preceding that meeting.
5. If such person(s) attend to present a specific matter, including complaints, or to make specific inquiries, the presentation shall not exceed fifteen (15) minutes. The Board will hear such presentation totally, including asking any questions that it deems appropriate, but it will not discuss or respond to or take any action with respect to such matter or inquiry until after such person(s) have retired from the meeting room.
6. After deliberating the matter and making decision thereon, the Board shall cause such person(s) to be duly informed in writing thereof, including, if such be the case, that no action was or will be taken thereon.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

ATTACHMENT A

MEMBER REQUEST TO ATTEND MEETING OF BOARD OF DIRECTORS

No member, including the attorney of a member, or other person may attend a meeting of the Jump River Electric Cooperative, Inc. (the "Cooperative") Board of Directors unless this form is completed and express approval for such attendance is thereafter allowed. This completed form must be submitted to the Cooperative no less than fifteen (15) days prior to the Board meeting.

Full Name: _____

Account Number: _____

Address: _____

Telephone Number: _____

If this request is also for and on behalf of others, include on a separate sheet of paper their full names, addresses, and telephone number and whether they are a member, your attorney, or other.

Purpose(s) for requesting such attendance: (Please be specific.)

Any presentation shall not exceed fifteen (15) minutes.

Date of Request: _____, _____.

Signed: _____

ACTION ON REQUEST*

Date of Action: _____, _____.

Signed: _____

Title: _____

*To be completed by the Cooperative.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 23

Subject: Member Complaint Procedure

Effective Date: March 26, 2019, **Approved Date:** July 30, 2019

I. PURPOSE.

The purpose of this policy is to establish a process for the Cooperative and its Members to follow when submitting and reviewing a Member complaint.

II. POLICY.

The following process is available to all Members for the purpose of resolving complaints of the Cooperative in a prompt and equitable manner.

- A. The complaint procedure may start with an informal discussion between the Member and a representative of the Cooperative.
- B. If the Member does not wish to take part in an informal discussion or if the informal discussion is not conclusive, the Member may submit a written complaint to the GM/CEO, who will review the complaint and conduct an investigation. The written complaint shall set forth the details of his or her complaint and shall be submitted within forty-five (45) days of the action underlying the complaint. The GM/CEO shall inform the Board's Governance Committee of the complaint and shall make a formal, written decision within seven (7) days of receiving the complaint. The GM/CEO will send the decision to the Member and provide a copy to the Governance Committee of the Board.
- C. If the Member is unsatisfied as to the GM/CEO's decision or if the complaint involves the GM/CEO, the Member may submit the written complaint to the Governance Committee, who will review the complaint and conduct an investigation. The Governance Committee shall make a formal, written decision within seven (7) days of receiving the complaint and shall send the decision to the Member, with copies to the GM/CEO and the Board.
- D. If the Member is unsatisfied as to the Governance Committee's decision, the Member may request that the written complaint be forwarded to the Board for review, which the decision shall be final. The Member shall make such request within fifteen (15) days of the Governance Committee's decision. If the Board elects to review the request, the Board shall make a formal, written decision within seven (7) days of receiving the request and shall send the decision to the Member, with copies to the GM/CEO. The Board's decision shall be final.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Member Policy No. 24

Subject: Prepaid Billing Program

Effective Date: July 30, 2019; **Approved Date:** July 30, 2019

I. PURPOSE.

This policy establishes a program to permit Jump River Electric Cooperative Members to prepay for electric service and to define the terms and conditions of such Prepaid Billing Program.

II. POLICY.

- A. Participation in the Prepaid Billing Program (“Program”) is at the discretion of the Cooperative and requires a participating Member to sign an agreement in the form of Exhibit 1 to this Policy. The Cooperative reserves the right to remove any member from the Program at any time, without consent or notification. The Cooperative reserves the right to terminate or change the program at any time in its sole discretion.
- B. All Program participants must have a signed Application for Membership and Electric Service on file with the Cooperative.
- C. Participation in the Program shall be limited to residential members. If a membership is held jointly, all persons included in the joint membership must agree to participate in the Program.
- D. The Prepaid Billing Program may be used in lieu of a Billing Deposit. Existing Members who are accepted into the Program shall have any deposit previously paid on their account applied first to any unpaid balance with the Cooperative. Any remaining amount shall be applied as a credit to the Member’s Prepaid Billing Program account. Cash refunds will not be made under any circumstances.
- E. Members shall be ineligible to participate in the Program in any of the following circumstances:
 - 1. Members who have a “medical necessity” or any other “outage priority” need;
 - 2. Members whose meters are not configured for remote disconnect and reconnect;
 - 3. Members enrolled in the Duel Meter Program; and
 - 4. Other circumstances which the Cooperative may determine on a case-by-case basis.
- F. A Member’s prepaid account must have a positive balance for the Member to receive electric service. Upon the prepaid account reaching a zero (\$0.00) balance, the Member’s

electric service shall be automatically disconnected by remote disconnect switch. Due to the automated nature of the Program, the provisions of other Cooperative policies governing disconnection and notice thereof shall not apply to prepaid accounts. Members will not receive notices of the Cooperative's intent to disconnect.

- G. In the event that the meter does not automatically disconnect when the Member's prepaid account balance reaches zero, the Member shall still be liable for all service provided to the account.
- H. Member may deposit funds into a prepaid account through the following methods, which may be revised from time to time:
 - 1. In-person at the Cooperative's office during normal business hours by cash or money order;
 - 2. Online payment by credit or debit card, wire transfer, or ACH; or
 - 3. By telephone at 1-888-255-6489.
- I. The Program shall only accept prepayments in the minimum amount of \$50.00 ("the Minimum Prepayment Requirement"). If a Member is disconnected due to a zero balance, Member must deposit sufficient funds into the prepaid account to cover the Minimum Prepayment Requirement before reconnection will occur.
- J. Members with unpaid balances on their accounts may be permitted to enroll in the Program. However, twenty percent of any amount deposited in the Member's prepaid account shall be applied to the unpaid balance until such balance is fully paid. For example, if a Member with an unpaid balance deposits \$50.00 in the prepaid account, \$10.00 will be automatically deducted and applied to the Member's past due balance and \$40.00 will be credited to the Member's prepaid account to be applied to the Member's future electric service.
- K. For Members who enroll in the Program with unpaid account balances, the Cooperative will suspend the accrual of late fees and forgo action to collect the unpaid debt so long as the Member maintains a positive prepaid account balance. In the event that a Member has a zero or negative prepaid balance for a period exceeding ten business days, late fees will begin accruing again and the Cooperative may, at its sole discretion, undertake any and all other actions to recover the unpaid debt from the Member in accordance with the Cooperative's policies and applicable law.
- L. A member enrolled in the Program who is disconnected due to a zero or negative prepaid balance may, by depositing the Minimum Prepayment Requirement, reconnect service at any time for a period of 90 days after disconnection without incurring any reconnection or disconnection charges. In the event that a Member's prepaid account remains disconnected for more than 90 days, the account will be closed, and the Member will have to contact the Cooperative to reconnect service. In such circumstance, the Cooperative will determine on a case-by-case basis whether to allow the Member to re-enroll in the Program or to instead require the Member to pay for service by regular non-prepaid billing. The Cooperative may also impose disconnection and reconnection charges as set forth in its rate schedule.

- M. Each prepaid account will be read and billed each day to determine the balance on the account. At such time, the system should calculate the amount of energy usage and reduce the credited balance on the account accordingly. In the event that the meter cannot be read automatically, the prepaid account will be debited according to an estimate based on the Member's historical average daily energy usage. Charges for Power Costs Adjustments or other costs that may not be calculated on a daily basis may be deducted from prepaid accounts daily on an estimated basis but will be trued up on at least a monthly basis.
- N. As a convenience to participating Members, the Program will utilize an automated notification system to alert Members about their account status, including when their prepaid accounts are nearing a zero balance and power will be disconnected. The Cooperative's system will be set up to begin providing low balance notifications to a participating Member when the prepaid account balance reaches \$20.00. The Cooperative will make reasonable efforts to provide such notifications but does not guarantee that such notifications will be sent or that Members will receive such notifications. It is the responsibility of participating Members to configure and monitor their own accounts and ensure that sufficient funds are deposited to pay for the Members' electric service needs.
- O. To participate in the Program, Members must maintain a SmartHub account and must consent to receive electronic communications and automated and autodialed telephone and text messages from the Cooperative. Any Member who revokes such consent shall be immediately removed from the Program.
- P. Participating Members must provide a valid email address for receiving communications from the Cooperative about the status of their accounts and other aspects of the Program. If feasible for the Cooperative, participating Members may also elect to receive notifications by telephone messages, texts, or other electronic means.
- Q. Members participating in the Program shall not be eligible for payment arrangements with the Cooperative. Energy assistance payments made on a participating Member's behalf may not be credited to the Member's prepaid account until actually received by the Cooperative and may take up to two days to be posted.
- R. Members participating in the Program shall not be eligible to participate in the Community Cents or Evergreen programs.
- S. A Member participating in the program who leases the property being served by the Cooperative must consent to the Cooperative providing information to the owner of the property regarding the Member's enrollment in the Program and the status of the Member's prepaid account.
- T. There shall be no charge for disconnection or reconnection of a Member participating in the Program. Unless otherwise modified in this Policy or other Cooperative policies, all other applicable fees, charges, and taxes assessed by the Cooperative for electric service shall apply to Members participating in the Program.

- U. Members must remain enrolled in the Program for a minimum of six months before they will be eligible to return to non-prepaid service. Any Member who enrolled in the Program with an unpaid balance must fully pay such balance before he/she will be permitted to return to non-prepaid service.
- V. In the event that a Member switches from the Program to non-prepaid service, any funds in the Member's prepaid account shall be applied to the Member's security deposit, if required. Otherwise, the funds will be applied as a bill credit for the Member's future electric service. Cash refunds will not be permitted for Members switching from prepaid to regular billing.
- W. In the event that a member requests discontinuance of electric service, any positive credit balance in the prepaid account after all fees and charges are applied shall be refunded to the Member following final billing.

III. RESPONSIBILITY.

The GM/CEO is responsible for adherence to and implementation of this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.

Board Policy No. 25

Subject: Meter Opt-Out

Effective Date: September 1, 2021

I. PURPOSE.

Jump River Electric Cooperative, Inc. (the “Cooperative” or “JREC”) recognizes that some members of the Cooperative may not want to be a part of JREC’s Automated Metering Infrastructure (AMI) system and, when it is possible, JREC provides options for our membership. Accordingly, the objective of this policy is to provide a mechanism for JREC members who so desire to opt-out of JREC’s AMI system.

II. POLICY.

The Policy shall be:

1. Available to all members, except for the following:
 - a. Members who participate in services or optional rates that require the AMI system (e.g. Net Metering, Time-of-Day, and Pre-Pay),
 - b. Members who are found to tamper with the meter or are currently under a tampering bond,
 - c. Members who have poly-phase service or are served by a demand meter,
 - d. Members who receive a notice of disconnect for nonpayment,
 - e. Members whose meters are inaccessible to read (e.g. physical obstructions, hazardous conditions, or denial of access).
2. Members who elect to enroll in the AMI Opt-out program will provide JREC with a completed Opt-Out Request Form signifying their agreement to the Terms and Conditions outlined on the form.
3. The Cooperative shall annually establish a charge for members who elect not to have their consumption measured by automated (AMI) means. There shall be an initial charge for replacing the meter and a monthly charge for manually reading the meter.

4. A non-AMI Meter Reading Fee of \$65 per month shall be added to the regular monthly facility charge and electric service billing of any member requesting. The Cooperative's standard meter replacement fee shall be charged for replacing an AMI meter with a non-AMI meter, or vice-versa.

III. OTHER OPTIONS

The Member would have the option:

1. To relocate the point of service, at the Member's expense. The location of the Service Point shall be at the sole discretion of the Cooperative.
2. To disconnect from the JREC distribution system grid. The electric service including transformer, wires, load management, etc., and any other Cooperative-owned equipment may be removed by JREC. Any future reconnection of service will require payment of all reconnection and line extension fees.

IV. RESPONSIBILITY.

The General Manager and Chief Executive Officer shall be responsible for ensuring compliance with this policy.

JUMP RIVER ELECTRIC COOPERATIVE, INC.
AUTOMATED METERING INFRASTRUCTURE OPT-OUT AUTHORIZATION FORM

MEMBER NAME: _____

SERVICE ADDRESS: _____

CITY / STATE / ZIP: _____

DAYTIME PHONE: _____

ACCOUNT NUMBER: _____

PREFERRED DATE / TIME OF INSTALLATION: _____

PLEASE INDICATE IF YOU HAVE A DOG, LOCKED GATE OR OTHER ISSUE THAT
COULD AFFECT A METER READER'S ABILITY TO ACCESS YOUR AMR METER(S):

I agree that I am the owner of the member account number written above, and that I am electing to opt-out of Jump River Electric Cooperative's Automated Metering Infrastructure ("AMI") standard for measuring energy usage.

I have elected to opt out of AMI for (please check all utility services that apply):

Electric Metering Other _____

I agree to pay the currently effective Automated Metering Infrastructure Opt-Out Fees contained in Jump River Electric Cooperative's Policy No. 23, which are subject to change at any time. All fees and charges associated with Opting-out, must be paid prior to the removal of Cooperative equipment.

Further, I agree that:

1. If, for whatever reason, Jump River Electric Cooperative is unable to obtain meter readings manually, I may be billed based on estimated energy usage until such time as actual readings can be obtained.
2. By allowing its members to elect to opt-out of its standard AMI metering protocols, Jump River Electric Cooperative is not admitting that it has done anything wrong or violated any law, rule, order, policy, procedure, or contract, express or implied, or otherwise incurred any liability. Similarly, by entering into this Agreement, you are not admitting that you have done anything wrong or violated any law, rule, order, policy, procedure, or contract, express or implied, or otherwise incurred any liability.
3. I understand this agreement shall assign to any future owners of the above property. Should I sell the above property, it is incumbent upon me to disclose this agreement to the new owners. If the new owners desire to “opt-in” with AMI metering, the new owners shall be responsible for all costs associated with the installation of the AMI metering.
4. I understand this agreement is for the above account only and is not transferrable.
5. If at a later date I wish to opt-in, I agree to pay all the costs associated with installing and administering the set-up of AMI on the applicable meters.
6. I understand that certain AMI-enabled rates or services such as time-of-use rates, load control programs or “smart home” applications, among others that may be in effect from time to time, will no longer be available to me, and I thus agree to forfeit these services and potential benefits.

MEMBER(S)
SIGNATURE: _____

DATE: _____

For Office Use Only:

Acknowledgment of Receipt of Form by: _____ Date: _____

Amount Paid \$ _____ Service Order No. _____ S.O. Date _____