

# POWELL VALLEY ELECTRIC COOPERATIVE

## POLICY NO. 100 – 2 B

### APPLICATION FOR SERVICE

#### I. OBJECTIVE

To collect enough information for billing, collecting and membership records.

#### II. APPLICATION FOR SERVICE

##### A. Application

1. Prospective new members will be required to fill out an application for service and pay a membership fee
  - a. Membership fee will be credited to member's account or refunded upon termination of all of the member's accounts.
2. Service *will not* be supplied to a customer under the following circumstances, (*until outstanding indebtedness has been paid or payment arrangements are made*).
  - a. Applicant currently has past due unpaid balance(s) owed to the cooperative.
  - b. Applicant is a member of household of a former customer who has past due unpaid balance(s) owed to the cooperative.
  - c. See Policy 100-2E for payment arrangements criteria.
3. The actual applicant must be present, or his/her application must be notarized.
  - a. Cooperative requires 2 forms of identification
    - 1) Photo Id – driver's license or other government issued identification
    - 2) Other – social security card, insurance card, credit card, etc.
4. Businesses
  - a. Individual's and individual's businesses (sole proprietorship) should use the same *member* number.
  - b. Churches, government agencies, and other business entities (corporations, LLC, partnerships, etc.) should be set up using a new member number.
  - c. The member separator account should be set up with the *recognized* Business Name in the **Name** field
    - 1) All other identifying information should be in the address and "in care of" fields.
5. No applicants under the age of 18 will be accepted
6. See attached residential and commercial application forms.

**B. Account Responsibility / Authority**

1. Individual(s) signing the application form will be responsible for payment of account and have authority to make account changes.
  - a. Both husband and wife must sign the application for each to have account authority.
  - b. A maximum of 2 individuals may establish a joint residential account.
2. Any changes on an account such as mailing address, “in care of” contact, etc. or disconnects, or other connects under the same member #, must be authorized by the account owner or duly designated representative.
  - a. Cooperative personnel will verify the person making the request.
    - 1) Validate ID’s or account information, if in person
    - 2) Validate pertinent account information, if by phone (*last 4 digits of SS #, address, etc*).
  - b. Churches and businesses can specify an “in care of” recipient upon application
    - 1) New “in care of” recipients must confirm responsibility and pertinent account information before address change is made
3. In the event of death of a sole account owner
  - a. The account name should be noted as an estate and the service may continue as long as the estate is making timely payments during the estate settlement period.
    - 1) At the end of the estate settlement period, the account must be disconnected and/or put in new customer’s name.
  - b. If no notification is made and the cooperative becomes aware of the account owner’s death, the account will be subject to disconnection with prior notification.
    - 1) Current consumer can transfer service into his/her name, subject to credit requirements.
    - 2) Surviving Spouse needs to put it in their name
4. Business changes ownership
  - a. Business must apply as a new applicant

**C. New Members will be given the following:**

1. Member Handbook
2. Information Brochures
  - a. Details of cooperative services and programs offered
  - b. Cooperative website ([www.pve.coop](http://www.pve.coop)) where additional information can be found
    - 1) Retail rate cards
    - 2) Member’s account history, once a login is established
    - 3) Other cooperative information as updated.

- D. The Cooperative will abide by all local ordinances and state laws as to building permits and inspections.
- E. Customer will be responsible for providing any tax exempt certification forms.
- F. Applications will be considered for acceptance by the Board monthly.
- G. See *Policy 100-2A* for related fee schedule.

**III. RESPONSIBILITY**

The Billing Department shall develop and administer policies.