

POWELL VALLEY ELECTRIC COOPERATIVE

POLICY NO. 100 – 2 J

INFORMATION TO CUSTOMERS

I. OBJECTIVE

To ensure adequate customer communications.

II. INFORMATION TO CUSTOMERS

A. New Members will be given the following:

1. Member Handbook
 - a. Service practices
 - b. By-laws
2. Information Brochures
 - a. Payment options
 - b. Details of cooperative services and programs offered
 - c. Details of TVA services and programs offered
 - d. Company phone numbers
 - 1) Billing questions
 - 2) Outages

B. PVE maintains a website (www.pve.coop) where the consumer can access the following information:

1. Electric rates are published monthly
2. Customer can access their account information
 - a. Billing, consumption, and payment history (*36 months*)

C. TN & VA cooperative magazines

1. PVE initiated retail rate changes are communicated to the customers
2. PVE and TVA programs offered
3. Annual financial statements
4. Service policies

D. Annual Meetings

1. Financial report
2. Rate updates
3. Cooperative progress

E. PVE will provide the customer a historical consumption / billing report, when requested.

III. RESPONSIBILITY

The Billing Department and General Manager / CEO shall develop and administer policies.