

## POLICY No. 6-19

### MEMBER SERVICE PROGRAMS

**PURPOSE OF POLICY:**

The cooperative may provide products and/or services to its members in addition to those that are directly associated with the sale of electricity. This policy provides general guidelines for the types of service programs that may be provided.

**POLICY CONTENT:**

Products and services offered by the cooperative to members must meet one or more of the following goals:

- 1) Promote the use of electric energy in a way that provides long-term benefits to the entire membership.
- 2) Promote some public purpose such as member and/or public safety, energy conservation, environmental protection, etc.
- 3) Meet a contractual or legal requirement.
- 4) Enhance member satisfaction by providing a desired product or service to some members without an increase in costs of electric service or a reduction in service or reliability to other members.

Programs should be designed to be self-supporting. Anticipated increases in revenues or reductions in expenses resulting from each program should equal or exceed the cost to provide the service. Exceptions may be made in cases where the program furthers some public policy issue, is a contract requirement, or results in improved member relations.

**RESPONSIBILITY FOR IMPLEMENTATION:**

The board of trustees is responsible for approval of all programs prior to implementation. The CEO is responsible for reviewing proposed and existing programs for compliance with this policy and for recommending needed changes.

**POLICY APPROVAL DATE** 6/25/15

**POLICY EFFECTIVE DATE** 6/25/15



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Kristina Bahr, President  
Board of Trustees