

SAND MOUNTAIN ELECTRIC COOPERATIVE

Service Policy

—Information to Consumers—

Information is available for the purpose of conservation, fairness, and improved communication between Sand Mountain Electric Cooperative and its consumers.

1. Sand Mountain Electric Cooperative will reasonably inform and make available to consumers upon application for service and anytime upon request information on:
  - (a) Cooperative By-Laws
  - (b) Current service policies;
  - (c) Current rates applicable to such consumer and a written and/or oral explanation of the rate schedule.
  - (d) The members deposit balance including earned interest.
2. Upon request a consumer will receive a statement of such consumer's monthly kWh consumption for the prior 12-month period. There is no charge for this service.
3. Requests for information, including but now limited to deposits and earned interest, may be made in person at the office of Sand Mountain Electric Cooperative, by phone, by email or through the U.S. Postal Service.
4. Consumers shall be notified of any change in SMEC's rates at least 30 days prior to implementation of such change. Notification will be by publication of in the AREA magazine and/or local news media and/or electronic media. Method(s) for notification will be chosen based on attempting to reach the majority of consumers in SMEC's service area.

Attested \_\_\_\_\_  
Secretary

Adopted: February 24, 1981,  
Revised: November 25, 2014  
Revised: March 24, 2015