

TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.

POLICY BULLETIN NO. 3-19

SUBJECT: MEMBER RELATIONS

I. POLICY:

Tri-County will communicate with members on Cooperative activities, programs and services to achieve understanding, participation and involvement of members.

II. PROCEDURE:

- A. Membership in the Cooperative:
All applicants for electric service will become members of the cooperative according to the cooperative by-laws.
- B. Member Participation and Support:
The cooperative will conduct planned member programs, activities and services to achieve participation and support of the members in the cooperative.
- C. Member Information:
The cooperative will use the statewide publication and other media to communicate with its members.
- D. Member Attitudes:
The cooperative will survey and evaluate the attitudes, reactions and needs of members as required.
- E. Member Relation Impact:
Consideration of member relations will be given to decisions, programs and activities of the cooperative.

III. RESPONSIBILITY:

President & CEO or Designee

Approved: 4/20/82.

Reviewed: 5/9/83, 11/18/86, 12/14/88, 3/20/90, 11/16/99, 11/20/01, 11/25/03, 10/27/05,
11/20/09, 12/20/11, 09/30/13, 10/27/15.

Revised: 10/16/84, 11/17/98, 10/23/07.