

TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.

POLICY BULLETIN NO. 3-24

SUBJECT: FAMILY IN NEED FUND

I. POLICY:

The Family In Need funds are available to low-income and in-need Tri County Members who have received a disconnect notice or an extraordinary event. This program is funded on a calendar basis by the Family In Need Fund Program and other donations.

II. PROCEDURE:

In order to qualify for the Family In Need funds, a member must meet all requirements listed below:

- A. Must be an active member of Tri County Rural Electric Cooperative, Inc. for a period of at least one (1) year.
- B. Member must have a current disconnect notice or an extraordinary event.
- C. Member may receive funds from any other programs determined by agencies guidelines or must meet assistance approval by the Director of Financial Services.

Once a member meets the above qualifications, the member shall be allotted a sum amount which shall be credited to their account. The amount shall be equal to their average monthly bill, not to exceed \$300 in a twelve (12) month period. If the member's average bill falls below \$100, they are eligible for \$100 as long as the past due total amount is more than \$100. None of the funds may be used towards a security deposit, paperwork fee, or any other "non-basic" charges (example late fees, NSF charges, etc.). The member will be notified by phone or in writing of the approval, and when the credit will be applied to the member billing, by a Tri County employee.

At the discretion of Tri-County management, the funds may also be used to assist with service upgrades, inspections, repairs, etc., based on the qualifications listed above.

The program shall terminate once all funds for the year are exhausted.

III. RESPONSIBILITY:

President & CEO or Designee

Approved 09/28/04.

Revised: 10/24/06, 10/23/07, 11/20/08, 09/30/13, 10/27/15.