

Service Rules

Canoochee EMC

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P.O. Box 487, 342 E. Brazell St., Reidsville, GA 30453
(800) 342-0134 Fax (912) 557-4396
www.canoocheeemc.com

Office Hours

Monday-Thursday

8:00 a.m. to 5:30 p.m.

Friday

8:00 a.m. to 5:00 p.m.

Closed Saturday and Sunday

And Holidays

Branch Offices

Highway 196 West
Hinesville, GA 31313

Highway 280 East
Pembroke, GA 31321

Outages and Emergencies
CALL 1-800-342-0134

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Members like you run your Cooperative through a board of directors elected by the members at the annual meeting. Your board normally meets once a month. They review all activities of your Cooperative, attend training sessions to improve their abilities and meet with other boards to undertake joint ventures which we cannot do individually because of size. The board establishes the basic policies under which we operate. The policies and operational details are carried out by the Chief Executive Officer and staff.

WHAT IS YOUR COOPERATIVE?

Each rural electric system in Georgia is chartered and incorporated under the laws of the State of Georgia as a non-profit corporation. Each rural electric system is wholly owned and controlled by the people it serves. Your rural electric cooperative is a separate, business-managed, tax-paying, member-owned utility lawfully operating within the framework of private enterprise.

WHAT IS RUS?

The Rural Utilities Service (RUS) is a federal agency, established by the Congress, which makes loans to finance the construction of generating plants and electric transmission and distribution lines to furnish electric energy to persons (not just farmers) in rural areas.

WHY A COOPERATIVE?

Cooperatives are usually formed to satisfy a need which the members cannot satisfy by themselves, and no other organization is willing or able to satisfy. Your rural electric system was organized as a cooperative to serve rural areas that would not have been served by a commercial power company. The non-profit operation of rural electrics and the availability of low-cost, long-term loans from the RUS helping to make it possible to extend service to rural areas.

RELIABLE ELECTRIC SERVICE

RELIABLE ELECTRIC SERVICE is the number one priority at Canoochee Electric Membership Corporation. Acts of nature, however, prevent guaranteeing continuous, uninterrupted service.

Should your power go off...

Follow these easy steps to report the outage:

- First, check your circuit breaker or fuse panel. (Note: Manufactured housing units have a main breaker outside the home in addition to the distribution panel inside the home.)
- If you find there is no problem with the wiring, you should next check with your neighbors to determine if they are also without power.
- Call Canoochee EMC to report a power outage. Dispatchers are on duty to help you.

HELP IS ONLY A PHONE CALL AWAY

Telephone 1-800-342-0134 (toll-free long distance)

Be sure to give the following information when your call is answered:

1. Your name, as it appears on your electric statement.
2. Your telephone number.
3. Where you live (location and address).
4. A brief description of the trouble.

*Also, when you need information about your account, please call during business hours.

CANOCHEE ELECTRIC MEMBERSHIP CORPORATION SERVICE RULES AND REGULATIONS

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100 Electric Service Availability

101 Application for Membership

Any person, firm, association, corporation, or public body shall make written application for membership at the headquarters or any branch office and pay a membership fee together with any service security deposit or fee that may be required by the cooperative. In this application, the member shall agree to purchase from the cooperative all electric energy used on premises, except for member owned resources on the property, and to be bound by the Cooperative's Certificate of Incorporation and bylaws and all rules, regulations and rate schedules established pursuant thereto, and pay the minimum monthly bill stated in the application or, in the event of a written contract for service, the minimum set forth in said contract. Upon termination of membership, the membership fee will be refunded or applied against any unpaid balance owed the cooperative.

102 Service Security Deposit

A service security deposit shall be collected in advance of connecting any service with respect to which the Cooperative determines that such deposit is needed to assure payment of the power bill.

In determining the need for service deposits, and in fixing the amount of such deposits, the Cooperative will give careful regard to the following factors:

- A. Type of service involved;
- B. Risk involved in a new business enterprise;
- C. The credit rating of the member;
- D. History of connects, disconnects, and reconnects at the involved premises or for the involved member; and

E. Any other factor having a realistic bearing on the member's financial dependability.

However, such deposit shall not ordinarily be more than the member's estimated power bill for two months' service, except when service is being furnished on the basis of a written contract when the Cooperative determines that a higher amount is necessary due to some unusual circumstance. A deposit shall be refunded, without interest:

A. As provided for a written contract service; or

B. Upon such other conditions as may be established by the cooperative with respect to service risks of similar character.

In any event, the deposit shall be refunded, without interest, upon termination of the service; less any amounts the member may owe the Cooperative.

200 General Extension Policy

I. Permanent Residences

Definition: A permanent residence is one which has a fresh water well and a state approved septic tank, or is connected to a municipal water and sewer system.

A. Single Residence

i. Overhead extension:

1. Primary: The first 1,000' of line extension onto the consumer's property will be provided at no cost to the consumer. Aid in Construction for single phase line extensions over 1,000' onto the consumer's property will be charged for the distance exceeding 1,000'. The entire AIC shall be paid before construction begins.
2. Service: Transformer, Secondary, Secondary pole, when required, and/or Service will be provided to permanent residences at no cost.

ii. Underground

1. Primary: When single phase underground primary extensions are required the consumer must pay an AIC for the entire length of the underground extension. The AIC must be paid before construction begins. If the consumer is requesting temporary service, whenever possible, the cost of the permanent service will be included with the cost of the primary extension.
2. Service: Underground services will be provided at a cost.

B. Residences in Subdivisions

i. Overhead

1. Primary into Subdivision: Overhead Primary will be provided in subdivisions at no cost to the developer, provided the length of the primary extension, onto private property, does not exceed 1,000' per lot. When the primary extension, onto private property, exceeds 1,000' per lot, there will be a cost for any excess footage.
 2. Service to Individual Lots: The Single residence policy applies to consumers on individual lots
- ii. Underground
 1. Primary: Underground Primary will be installed at a cost per lot. The fee for underground primary extensions shall be paid in advance, for the amount of primary to be installed.
 2. Services: Underground services will be installed at a cost. The Underground Service fee may be paid as services are installed to each individual lot.
- II. Public Buildings and Churches
- A. Overhead:
 - i. Primary
 1. Single Phase: The first 1,000' of line extension onto private property will be provided at no cost to the consumer. Aid in Construction for single phase line extensions over 1,000' onto private property will be provided at a cost for distance exceeding 1,000'. The entire AIC shall be paid before construction begins.
 2. Three Phase: The first 1,000' of line extension onto private property will be provided at no cost to the consumer. Construction for single phase line extensions over 500' onto private property will be provided at a cost for the distance exceeding 1,000'. The entire AIC shall be paid before construction.
 - ii. Service: Transformer, Secondary, Secondary pole, when required, and/or Service will be provided at no cost.
 - B. Underground:
 - i. Primary
 1. Single Phase: When single phase underground primary extensions are required the consumer must pay an AIC for the entire length of the underground extension. The AIC must be paid before construction begins.
 2. Three Phase: When three phase underground primary extensions are required the consumer must pay an AIC for the entire length of the underground extension. The AIC must be paid before construction begins.
 - ii. Service
 1. Single Phase: Single phase underground services will be provided at a cost.
 2. Three Phase: CEMC does not install 3 phase underground service cable. It is the responsibility of the consumer to install entrance

cable from CEMC's meter location to switchgear. Three phase underground services will be connected at a cost.

III. Commercial and Industrial

A. Contact CEMC for specifics.

IV. Industrial Parks

A. Contact CEMC for specifics.

V. Temporary Services

A. Overhead: Unless consumer expects to take permanent service from CEMC at the location of the temporary service, the temporary service location must be within 100' of an existing CEMC line. The consumer will be responsible for any cost associated with installing and removing any temporary facilities other than a simple overhead service. This cost must be paid in advance.

B. Underground: Underground temporary will be available only under certain circumstances. Contact CEMC for specifics.

VI. Seasonal Establishments

Definition: Supplemental farm loads, barns, workshops, pumps, irrigation, etc

A. Overhead: Single or Three Phase: One span of secondary, a secondary pole, and service will be provided at no charge. On jobs requiring additional construction: Job costs in excess of 5 times the estimated annual billing will be billed to the consumer and paid before construction begins. Additional secondary poles will be added for a cost.

B. Underground:

i. Single Phase: An Underground Service will be provided for a cost. On jobs requiring construction in addition to the above: Job cost in excess of 5 times the estimated annual billing will be billed to the consumer and paid before construction begins.

ii. Three Phase: Job cost in excess of 5 times the estimated annual billing will be billed to the consumer and paid before construction begins. A minimum fee will apply to all underground services.

Note: CEMC does not install 3 phase underground service cable. It is the responsibility of the consumer to install entrance cable from CEMC's Meter location to switchgear.

VII. Overhead to Underground Conversions

A. Services:

i. Single Phase Services and Secondary will be converted from overhead to underground for a fee.

- ii. Three Phase Services and Secondary will not be converted from overhead to underground by CEMC. The customer may request CEMC remove its three phase overhead service or secondary, and the customer may install their own three phase underground service. CEMC will perform this removal at no cost to the consumer; however, additional charges may be incurred as a result of new metering requirements. See part IX (B) below for additional information.

B. Primary:

- i. Single Phase Primary will be converted from overhead to underground for a cost.
- ii. Three Phase Primary will be converted from overhead to underground for a cost.

C. Expansion: Additional revenue will be considered on overhead to underground conversions where the conversion is a part of a greater expansion project. If the conversion is requested for the expansion of an existing service, the estimated billing for a 60 month period will be subtracted from the consumer's AIC. A minimum fee will apply to all overhead to underground conversions.

VIII. Pole/Line Relocations for consumers

A. Primary Poles: CEMC may relocate its facilities for the total estimated cost of construction due prior to the start of construction.

B. Secondary Poles: CEMC may relocate a secondary pole or a SYL pole for the fee of a new pole.

C. Underground: CEMC may relocate its facilities for the total estimated cost of construction due prior to the start of construction.

Note: CEMC will NOT dispatch a crew to an area specifically to relocate a pole even though the fee has been paid. The job will be constructed at CEMC'S convenience. If the relocation is required for expansion of an existing service the estimated increase in billing for a 60 month period will be subtracted from the consumer's AIC.

IX. Pole/Line Relocations for Road Projects

A. Contact CEMC for specifics.

X. Metering

A. New Services

- i. Equipment Provided by CEMC: CEMC will furnish the equipment required to meter the load. The consumer will be responsible for the difference in cost of the metering equipment deemed necessary by CEMC and the metering equipment requested by the consumer.

Example: A consumer desires a 400A meter base when a 200A would be sufficient. The consumer pays the difference between a 400A meter base plus meter and a 200A meter base plus meter.

- ii. Location of Overhead Meters: The preferred meter location will generally be on the end of the building that is closest to the point of origin of the service. Consumers will be charged a fee for setting a secondary pole in order to accommodate the location of a meter base other than the preferred meter location as designated by CEMC.
- iii. Location of Underground Meters: The preferred meter location will generally be on the end of the building that is closest to the point of origin of the service. Consumers will be charged a fee for additional service length required to accommodate the location of the meter base other than the preferred meter location as designated by CEMC.

B. Existing Services

- i. Load Increase: If a consumer increases load to the point where the existing meter equipment is not sufficient, CEMC will provide sufficient metering at no cost to the consumer.
- ii. Customer Convenience: In cases where the consumer wishes to make changes to his service that are not brought on by an increase in load, CEMC will provide the necessary metering at full cost to the consumer.
- iii. Current Specs: Any meter installation that met with the specifications required at the time of its installation will be deemed to meet specs unless it poses a safety hazard. When an existing meter installation does not meet current specs and it is disconnected, for any reason, it shall be brought up to current specs before being reconnected.

C. Transformer Rated Meters: Electric service construction performed beyond transformer rated meter installations will be the responsibility of the consumer. In certain circumstances CEMC may construct or maintain facilities beyond the meter at the expense of the consumer.

Example: A consumer wishes to add a generator to the service supplying chicken houses. CEMC would have to install new metering equipment and make changes to the service wire supplying the chicken houses. All labor and material involved would be billed to the consumer due to the fact that the existing service was sufficient to serve the load and no new revenue is being generated. If the existing service used self-contained meters the consumer will be responsible for the cost of by-passing the existing meters.

XI. Outdoor Lights

- A. Security Yard Lights (Personal SYL): CEMC will provide a SYL on an existing pole with an existing voltage supply, no more than one span away, for no charge. Additional Construction will require an AIC to be paid in advance.
- B. Street Lights (Governmental): CEMC will provide street lights on existing poles with an existing voltage supply, no more than one span away, for no cost. Additional construction will require an AIC to be paid in advance.

- C. Parking Lot Lighting: CEMC will provide lights on existing poles in parking lots for no AIC. In cases where additional construction is required for the installation of parking lot lighting, the consumer will be responsible for fees. This applies to underground parking lot lights as well as overhead.
- D. Underground Lighting (non parking lots): CEMC will provide a post top fixture on a 20' fiberglass pole at no cost. Underground conductor and additional construction will be provided for a fee. There will be no fee when the trench for lighting cable is shared with a trench provided by CEMC for other underground facilities.

Note: When a developer requests street lights to be installed that will become the responsibility of a city, county, or other agency, upon completion of the development, a written agreement is required from that agency acknowledging the monthly rate and the number of fixtures.

XII. Refunds

- A. AIC by footage: Refunds will be given to consumers who paid an AIC based on footage when the line that incurred the cost, is used to serve another consumer within 5 years of the construction date of the original line, provided the consumer has received continuous service and is in good financial standing at that location. The refund will be calculated by figuring a new AIC based on the footage from the point of the new service and subtracting that amount from the original AIC. It is the responsibility of the consumer to apply for any refund they may be entitled to.
- B. AIC by Revenue: Refunds will be given to consumers who paid an AIC based on revenue when the actual annual revenue exceeds the estimated annual revenue used to calculate the AIC after 24 months, provided the consumer has received continuous service and is in good financial standing at that location. The refund will be calculated by updating the estimated annual revenue with the average actual annual revenue for the first 2 years of service and re-calculating the AIC. It is the responsibility of the consumer to apply for any refund they may be entitled to.

300 Service Connections, Member Wiring and Member Equipment

301 Service Connections

The wiring and electrical equipment in or upon the premises of the consumer to the point of service cut-in must have the approval of the constituted authority of the local government agency, or any other constituted authority, if any, and must conform to or exceed the

requirements of the National Electric Code, the Service Rules and Regulations of the Cooperative and any other lawfully applicable standards before it can be connected to the system. After said approval has been obtained, a minimum of one working day's notice shall be required to ensure connection of service. Services requiring construction or improvements to existing facilities will be scheduled on an individual basis. Unless approved before installation, the meter bases furnished by the Cooperative must be used. The location of the service cut-in shall be determined by agreement with a representative of the Cooperative and must conform to the Cooperative's Service Rules and Regulations. The consumer shall provide suitable means of supporting service wires to his building which will provide the minimum ground clearance over driveways and other obstructions as provided by the National Electrical Safety Code. The Cooperative shall not be required to build without cost to the applicant more service line than is necessary to reach the cut-in point as agreed to by the Cooperative.

The Cooperative's responsibility to installation and/or maintenance of facilities shall not extend beyond the point of attachment to the consumer's building, central distribution point pole, or meter loop.

A consumer may have any number of service connections under one membership. Consumers desiring additional service connection however, shall make application for each such desired service connection and shall pay for each additional service the applicable fees and deposits required by the Cooperative to assure payment of the power bill.

302 General Wiring Requirements

Each member shall cause all premises receiving electric service pursuant to his membership to become wired in accordance with the requirements of the National Electrical

Code. Each member shall be responsible for and shall indemnify the Cooperative and any other person against injury, loss, or damage resulting from any defect and/or improper use of maintenance of such premises and all wiring and apparatus connected thereto or used thereon.

303 Member Equipment

A. Electric Motors

The Cooperative should always be consulted on motor installations other than motors used in normal home appliances.

It is characteristic of most electric motors to draw a heavy momentary current when starting, resulting in many cases in variations of the voltage supplied to the other members who receive service from the same circuits or transformers. The Cooperative shall require the consumer to limit when necessary the amount of starting current which may be drawn by a motor.

All motors should be provided with devices that will protect the motor against overload and short circuit as defined in the National Electrical Code. All three-phase motors shall have overload devices on each of the three-phase wires to insure proper protection for the motor.

The direction of phase rotation and the continuity of all three-phase current are guarded against accidental or temporary change in phase rotation or phase failure; therefore, motors shall be equipped with suitable protection against such reversal or phase failure.

B. Member Owned Generating Equipment

Where auxiliary or cogeneration is installed by the member to provide emergency power, parallel operation of the member's generating equipment with the Cooperative's system will not be allowed. A double throw switch must be used to prevent possible injury to the

Cooperative workmen by making it impossible for power to be fed back into the main line from the emergency generator.

Parallel operation of the consumer's generating equipment with the Cooperative's system will not be allowed except where expressly granted by written contract and approved suitable automatic protective equipment and appropriate metering devices are utilized.

C. Electric Welders and Miscellaneous Devices

Members desiring to operate electric welders or other devices with high inrush or fluctuating currents must supply the Cooperative with information regarding the electrical characteristics of the equipment. Service will not be provided to equipment which adversely affects the Cooperative's equipment or the service to other members. The Cooperative should be consulted before the purchase or installation of such equipment.

D. Member Responsibility for Protective Devices

All protective devices required by these service rules or any other authority having jurisdiction shall be provided by the member and at the member's sole expense.

E. The Cooperative shall not be liable for damages caused by an Act of God or failure of the Cooperative's equipment beyond its Control.

304 Power Factor Corrections

The maintenance of high power factor is of primary importance in the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of a low power factor unfavorable to both the Cooperative and the member.

Where the over-all power factor of the member's load is less than 90% lagging, the Cooperative may require the member to install at his own expense, equipment to correct the power factor. The Cooperative reserves the right to measure the power factor at any time.

305 Phase Load Balance

When multi-phase service is furnished, the member will at all times maintain a reasonable balance of load between the phases.

400 Member Rate Classification

401 Rate Schedule Availability

The classes of service are defined as set forth in the Cooperative's published rate schedules.

The Cooperative will determine the class of service according to the applicability and type of service published in the rate schedules.

402 Filing of Rate Schedules

A copy of the Cooperative's applicable retail rates shall be on file at the Georgia Public Service Commission, and can be obtained upon request.

500 Metering

501 Electric Meters

All electric meters shall be installed in accordance with CEMC specifications and as nearly as possible at eye level. Upon receipt of the application for service, a representative of the Cooperative will upon request, survey the premises to be served and locate the meter center at the most mutually convenient and satisfactory location.

The Cooperative will generally furnish the meter equipment required to accurately measure the member's consumption. All meters shall be placed ahead of all switches and fuses unless otherwise agreed to by the Cooperative.

The consumer shall be liable and hold harmless the Cooperative from any damage resulting from connected electrical loads caused by installation and/or re-connection of meters. The

consumer shall be responsible for the proper disconnection of all electrical loads when requesting the installation and/or re-connection of meters.

502 Meter Reading

The Cooperative is divided and served by sub-stations, each serving a geographical area. Each area is then sub-divided into meter reading routes. Meters shall be read monthly by Cooperative personnel on a pre-arranged schedule. Billing statements will be prepared the day following the reading of each route as nearly as possible and mailed accordingly.

503 Incorrect Reading of Meter

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible, and the bills will be recalculated as nearly as possible to reflect the correct usage.

504 Failure of Meter to Register Correctly

If a meter fails to register correctly, the member will be billed on an estimated consumption, which will be based on the previous usage of the member. Consideration will be given to consumption on months immediately preceding, consumption in similar periods of other years, comparative usage and sizes of connected loads, and other relevant facts.

505 Meter Tests

The Cooperative will, upon request, test the accuracy of a member's meter upon the member's making a deposit for a single-phase meter said deposit to be applied against the cost of the test. If the meter, upon testing, is found to be more than 2% (plus or minus) in error, the deposit shall be refunded to the member, and the member's bill will be adjusted for not more than the three months immediately preceding the test. Metering errors discovered by CEMC's

testing will be corrected for the prior 3 months when over-billing has occurred; under-billed accounts due to metering errors will be correctly billed in the future.

506 Meter Tampering

All meter sockets and associated equipment are the property of the Cooperative. It shall be the member's responsibility to maintain the integrity of the meter at all times.

Meter tampering, damaging a meter, breaking the seal, attaching any wire device, or using any other method which may permit the flow of un-metered or unauthorized electric current to a member's premises is a violation of state law, the Cooperative's By-Laws and Service Rules and Regulations.

Evidence of meter tampering shall result in a meter tampering charge to the member for the first offense and an increased charge for any subsequent offense and additionally may result in prosecution under applicable law, and discontinuation of service.

600 Billing

601 Billing and Payment of Bills

All members shall be billed monthly. Bills are due and payable in full upon receipt of the bill by the member. If payment is not received by the next meter reading date service shall be subject to disconnection without further notice. Payment of bills may be made by mail, online, automated phone system or in person at the Cooperative's offices or to any authorized collection agency. Payments will not be accepted in the field. Failure to receive electric statement does not relieve the member from obligation. It shall be the member's responsibility to check all the charges on the bill. If the member is charged for any services not received, the cooperative shall adjust the charges for up to three months. Further, if the member is receiving

services for which they are not being billed, the cooperative will adjust their bill for up to three months.

Past due accounts will require a late fee if payment has not been received within approximately two working days before the next meter reading date. The late fee will be the greater of either a \$15.00 minimum or 10% of the total billed amount plus arrears.

A handling charge will be added to the face amount of any check which is not honored by the bank. Furthermore, if any member has two or more checks returned within any six month period, the Cooperative reserves the right to refuse future payments by check.

602 Disconnect for Failure to Pay and Reconnection Fee

All members whose service has been disconnected for failure to pay their bills in accordance with the provisions of Section 601 shall be required to pay a reconnection fee based on the past number of reconnections for that member. The first time a service must be reconnected due to non-payment, the member is required to pay a reconnect fee. Any subsequent disconnections for non-pay will warrant an increased reconnect fee. Furthermore, there will be no reconnects, whatsoever, after 8:00 p.m. and an increased reconnect fee will be required for any reconnections on weekends or holidays which will be done between 8:00 a.m. and 5:00 p.m. only.

603 Other Reasons for Disconnection or Reconnection

Service may be disconnected immediately and without notice for the following reasons:

- A. Discovery of meter tampering. Tampering with metering devices is in violation of State Law. Violators are subject to prosecution.
- B. Diversion of electric currents.
- C. Use of power for unlawful reasons.

- D. Discovery of a condition determined by the Cooperative to be hazardous.
- E. Returned check

Electric service will be reconnected in the above cases under the following conditions:

- A. Correction of infraction.
- B. Payment of any un-metered current plus a meter tampering fee if applicable.
- C. Payment of a reconnection fee.
- D. Member must agree to comply with reasonable requirements to protect the Cooperative against further infractions.
- E. Service paid in full and returned check fee paid.

604 Extension of Credit

The Cooperative may deviate from its policy of cut-offs for delinquent bills only in accordance with the following standards:

When the member involved establishes to the satisfaction of the Cooperative that his failure to pay the bill has resulted from some mistake on the Cooperative's part or some mistake for which the member was not responsible.

The Cooperative may, at its discretion, in the event of undue hardship and in which acceptable arrangements are made for payment, grant additional time for paying a bill.

700 Easements, Right of Access and Cooperative Property

701 Easements

Each member shall, upon being requested to do so by the Cooperative, execute and deliver to the Cooperative grants of easement or rights-of-way over, on, and under such lands owned by the member, and in accordance with such reasonable terms and conditions, as the Cooperative shall require for the furnishing of electric service to him.

702 Right of Access and Cooperative Property

Cooperative's identified employees shall have the right of access to member's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining, or exchanging any or all equipment and facilities which are the property of the Cooperative. Failure to allow reasonable access will subject account to disconnection.

703 Right of Way Clearing and Maintenance

The Cooperative will initially clear and maintain a 30-foot right-of-way by mechanical, chemical means or otherwise, to the degree the Cooperative deems necessary, of all structures, trees, limbs, shrubbery and any vegetation which may grow into the electrical line. The Cooperative reserves the right to cut and remove any tree or trees outside the right-of-way area which, in the opinion of the Cooperative, constitutes a hazard or may endanger the safe and proper operation of the maintenance of the electric system. A "danger" tree is defined as any tree whose height plus five (5) feet is equal to or greater than the distance from the base of the tree to a point on the ground directly beneath the nearest portion of the aligned electric system. The Cooperative, at its discretion, may cut and leave any such vegetation within the easement area.

800 Member Withdrawal

801 General Conditions for Member Withdrawal

1. A member may voluntarily withdraw in good standing from membership upon compliance with the generally applicable conditions set forth in the following:

A. Payment of any and all amounts due the Cooperative, and cessation of any non-compliance with his membership obligations; all as of the effective date of withdrawal; and either:

(1) Removal to other premises not furnished service by the Cooperative; or
(2) Ceasing to use any central station electric service whatsoever at any of the premises to which such service has been furnished by the Cooperative pursuant to his membership.

2. Upon such withdrawal, the member shall be entitled to a refund of this membership fee and security deposit then held by the Cooperative. If the resulting credit balance is less than \$5, and remains unclaimed for a period of 12 months, then the member waives his rights to such funds and these funds will be handled as donated capital.

Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Person with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender.