

CANEY FORK ELECTRIC COOPERATIVE, INC.
Policy Bulletin #401

Revised: 12/08/2023

SUBJECT: Information to Member Consumers

POLICY:

The Cooperative will give to the potential member consumers upon application for electric service a copy of the Cooperative's bylaws, rules and regulations and a statement of nondiscrimination. At the time of application for service or upon request of the member consumer, the Cooperative will provide information pertaining to service policies of the Cooperative, the rates of the Cooperative or information on the member consumer accounts.

PROCEDURE:

1. Requests for information may be made in person at any office of the Cooperative by telephone, by mail or via Internet.
2. Information pertaining to the member consumer's monthly kilowatt hour consumption for the previous twelve (12) month period will be provided upon the member's request in a timely manner.
3. Information on the Cooperative's current rates, service practice policies or other services offered by the Cooperative will be provided upon the member's request and are available on the Cooperative's website at www.caneyforkec.com.
4. The Cooperative's management, as it determines appropriate, shall utilize two (2) or more of the following channels such as separate mailings, the Tennessee Magazine, newspapers, radio, bill stuffers, an information block on the electric bill, social media, and membership meetings to reasonably inform member consumers about local rate actions or changes to Service Practice policies.
5. Requests for information other than rates, service practice policies, Cooperative services or members' own monthly consumption records will be handled in accordance with Policy Bulletin #127.

RESPONSIBILITY:

General Manager
Director Of Financial Services

EFFECTIVE DATE:

12/08/2023

REFERENCE:

Former Policy #603, 10/03/80; Minute Book #25, 04/07/00; Minute Book #31, 07/10/15; Minute Book #35, 12/08/2023