

Subject	Number	Revision	Effective Date	Approved / Date:
Membership, Deposits and Connection Fees	2.02	8	4/29/2020	April 29, 2020

## **Membership Application**

Any person, firm, association or corporation may become a member of the Cooperative by signing and submitting an application for service in the form attached hereto. There is no membership fee. Pursuant to the Fair and Accurate Credit Transactions Act (FACTA), the Cooperative requires applicants for membership to provide the following information as proof of identity:

- Full legal name, including middle initial
- Contact phone numbers
- Current street address, if different than mailing address
- Social security number or taxpayer identification number
- Driver's license number and state, or state ID number
- Persons applying for membership on behalf of a corporation, limited liability company, trust or other entity shall additionally provide a copy of a corporate resolution, order or instrument appointing trustee, or other written evidence of authority to act on behalf of the entity.

If an individual applicant is unable or unwilling to provide a social security number, or if return of attempted validation indicates that the social security number is non-issued, belongs to a person who is deceased or other than the applicant, or is fraudulent, the applicant will be required to present in person some form of current government-issued photo identification. The Cooperative reserves the right to refuse membership to an applicant who fails to provide minimum proof of identity with a government-issued photo ID.

Each completed application shall be reviewed by the Board of Directors, which shall either accept or reject said Application. The Board's decision shall be reflected in the minutes of the Board meeting at which the application is considered.

## **Consumer Deposit**

The Cooperative will verify the identity of applicants for membership and perform a credit risk assessment through Online Utilities Exchange (OUE), using personally identifiable information provided by the applicant. Should an applicant choose not to have the credit check run, or in the event of an unsatisfactory assessment, prepaid metering (Policy 2.52/7.07) is an option in lieu of the deposit information that follows.

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- The Cooperative shall charge a per meter deposit for residential service according to the following schedule:

**\$0**

Applicants with valid social security number and a satisfactory OUE credit risk assessment

**\$300-500**

Applicants with an unsatisfactory OUE credit risk assessment, or no established credit history.

**\$500**

Applicants failing or refusing to provide a valid social security number. Deposits applied due to lack of providing a valid social security number will be held until the member terminates service or provides a valid social security number and has a satisfactory OUE credit risk assessment. If unsatisfactory, the above deposits will apply.

**\$600.00 or 2X highest monthly bills**

Former member applying for service having amounts owed the Cooperative and written off as uncollectible or members who file bankruptcy while on the TEC system. These deposits will only be refunded after the member terminates service.

**2X highest monthly bills**

The Cooperative shall charge a deposit for commercial, farm and industrial service in an amount calculated as the highest estimated gross bill for any two (2) consecutive billing periods selected by the Cooperative, not to be less than the residential deposit listed above.

**Management discretion**

A security deposit in an amount to be determined by the President/CEO or Finance and Administration Manager may be charged to any new or existing service where there is a non-resident responsible for the bill, an existing member whose electric bill remains outstanding and unpaid for more than two billing cycles. (*Reference Policy No. 2.01, Collection and Disconnection Policy*) or to any other service that may be challenging to contact for follow up on unpaid bills or other issues.

- Interest shall be paid on all deposits greater than \$100.00 at a rate equal to the rate established annually by the Wisconsin Public Service Commission. Interest on deposits shall be compounded semi-annually. Upon a member establishing a

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satisfactory payment record at the end of one year, the deposit including interest, will be refunded by crediting to the members account(s), however, a deposit assessed to secure continued electric service following disconnection may be eligible for refund only after 24 months and upon verification of a satisfactory credit risk assessment through OUE (*Reference Policy No. 2.01, Collection and Disconnection Policy*)

- Should the member terminate service while the cooperative holds a deposit on the account, the deposit will be refunded and applied to settle any balances on the account, with any remaining funds from the deposit returned to the member by check.

### **New Service Charge/Connection Fees**

A non-refundable service charge/connection fee of \$500.00 shall be paid with each new service application prior to any field assessment. This charge shall cover staking, membership records, computer records, easement recording, capital credit records, by-law manuals, all labor, supplies, overhead, and the installation of the meter. (*See below for more details*).

In addition, the Cooperative shall bill to the member any additional fees incurred for installing a new service. The additional fees shall be billed at actual cost and may include road crossing permits, easement fees, or any other fees incurred, and as deemed applicable under this section by the President/CEO.

### **Meter Reconnect and Transfer Fees**

A \$40.00 fee shall be assessed against any reconnect of idle or disconnected service requested during regular business hours of 8:00 AM to 3:00 PM. **There shall be no reconnection of service after business hours.** Prior to reconnection, the following must be paid; any outstanding amount due, the applicable reconnect fee, plus a consumer deposit when deemed necessary.

A service charge of \$25.00 shall be charged to each transfer or change of ownership on existing members. This shall cover computer records, supplies, postage and meter reading if deemed necessary. Realizing the savings of a paperless system, the \$25 fee will be forgiven on any new transfer or change of ownership, where the member signs up for the Cooperative's ACH payment service and SmartHub program and stays on the program for a minimum of 1 year. Should the member terminate ACH payments early, the fee will be applied at that time. – this fee waiver offer is only good within 15 days of the time of the initial account setup.

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## Meter Sockets

The meter pedestal or meter socket shall be furnished by the member. The socket installation shall be completed by the member's electrician. An affidavit certifying that all wiring has been completed according to the National Electric Safety Code (NESC) shall be signed by the electrician and submitted to the Cooperative prior to installation of a meter.

## Compliance

In the event a location served by the Cooperative is occupied by a non-member, said non-member shall receive service no longer than five (5) working days after being so notified of membership requirements.

*Revised March 16, 2010*

*Revised August 25, 2010*

*Revised February 26, 2016*

*Revised November 29, 2017*

*Revised February 27, 2019*

*Revised April 29, 2020*

### **New Service Charge/Connection Fee Includes:**

- Office staff time (*including labor & benefits*) for:
  - Explaining/completing membership application with member.
  - Explaining monthly billing options, series, products, and incentives.
  - Creating account in computer system.
  - Preparing & recording easements and contracts.
  - Welcome packet, paper, supplies, computers, and office overheads
- Line Superintendent and staff time (*including labor & benefits*) for:
  - Site visit to flag/stake where electric service will be placed
  - Use GIS at the site to obtain coordinates for the electric service
  - Create workorder to enter into computer mapping records
  - Engineering, review, and recommendations/approvals
  - Process workorder for creating materials pick list
  - Print workorder for line crew use in the field
  - Revisit site per member requests for changes
  - Labor and trip to install meter if needed after service installation
  - Travel costs for site visit(s) to stake service
  - Paper, supplies, computers, and overhead costs