

Revised 09-28-90; **07-20-15**; Effective **10-01-15**

BOARD POLICY NO. 5-18 R-1

SUBJECT: Information to Consumers and Others

POLICY:

1. Distributor will make available to customers upon application for service and anytime upon request information on:
 - a. Current service practice policies
 - b. Current rates applicable to such Customer and a written and/or oral explanation of the rate schedule.
 - c. Cooperative Bylaws

2. Names, addresses, billing data and other information relative to consumers of the Cooperative are the property of the Cooperative and shall be handled in a confidential manner. Such information may be released as prescribed following:
 - a. Upon request any consumer will be provided a statement of his/her monthly Kwh consumption for the prior 12 month period without charge. Additional information relative to the consumer's account(s) may be released to the consumer for which an appropriate administrative fee may be charged. The information listed herein above will be provided to any member by completing UCCEMC's Records Request form and consenting to its terms and conditions.
 - b. Consumer names, addresses, and billing history may be released as deemed appropriate by the Cooperative's General Manager to TVA, NRECA, TVPPA, TECA or their agents to be used in load research surveys, appliance surveys, power use studies and similar projects.
 - c. Names, addresses, and other consumer data shall be released to federal, and state governments and their subdivisions and agencies upon presentation of proper subpoena or court order authority.
 - d. Any record of any consumer's electric service account may be released to any third party provided such consumer files with the cooperative appropriate written consent to release the information.

3. Consumers shall be notified of the availability of rate schedules, retail rate actions service practice policies, and kWh consumption information by the most practicable combinations of:
 - a. A message printed on power bills
 - b. Public displays in each location where Customers' bills are paid
 - c. Advertisements including information request coupons in local newspapers semiannually
 - d. Public service announcements on radio and television at least quarterly
 - e. Distributor newsletter
 - f. UCCEMC's website www.ucemc.com

g. Technological means of communication

4. Any member is entitled to inspect the records described below at a reasonable time and location specified by the Cooperative. The member must give the Cooperative a written request at least five business days before the date on which he or she wishes to inspect.

a. Before the member can review the records, the General Manager, or a designated employee, must determine if:

- (1) The member's demand is made in good faith and for a proper purpose;
- (2) The member describes with reasonable particularity the purpose and the records the member desires to inspect; and;
- (3) The records are directly connected with the purpose for which the demand is made.

b. The following records are open for inspection provided they do not divulge any financial matters or anything personal pertaining to the privacy of the individual member, director

or

employee of the Cooperative:

- (1) Charter
- (2) Resolutions and policies adopted by the Board of Directors
- (3) Member Meeting Minutes
- (4) Board Meeting Minutes
- (5) Financial Records
 - (a) Annual Independent Audit Report
 - (b) Power Distributors Monthly Report to TVA
 - (c) REA Financial and Statistical Report
- (6) State of Tennessee Corporation Annual Report to the Secretary of State
- (7) List of names and addresses of current Board of Directors
- (8) Records relative to Cooperative elections

RESPONSIBILITY: General Manager

PROCEDURE: As stated herein and as required to administer the policy.