

DAVIESS-MARTIN COUNTY REMC



Member Handbook

Daviess-Martin County REMC
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(812) 295-4200 (800) 762-7362
www.dmremc.com

MESSAGE TO MEMBERS

“Our mission is to provide safe, reliable electricity and quality services for our members at a reasonable cost.”

This member handbook is designed to answer questions you might have concerning electric service from your cooperative and to also help to meet its objective. As part owner of Daviess-Martin County REMC, you have the responsibility of learning all you can about your cooperative and the rural electric program. The interest you show today will decide the cooperative's success tomorrow.

It would be impossible in a publication to answer all of the questions that might arise. Please feel free to call or come by the office if you have a specific question.

STATEMENT OF NONDISCRIMINATION

In accordance with Federal civil rights law, we do not discriminate 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 or political beliefs. The Cooperative will also not participate in reprisal or retaliation for prior civil rights activity.

MEMBERSHIP & ESTABLISHING SERVICE

Each new member is encouraged to contact the REMC for the application process before electric service is connected. As a new member you then will become a part member/owner of your REMC.

A security deposit may be required.

RATES

Our rules and regulations apply to each and every member or applicant for membership. Copies of all rates, rules and regulations are approved by the Daviess-Martin County REMC Board of Directors. They are on file in the Corporation's office and are open to inspection by members.

LEVELIZED BILLING

Levelized billing is a service offered by the Daviess-Martin County REMC to help the member know in advance approximately how much your bill will be each month. More detailed information can be obtained from the REMC office.

CAPITAL CREDITS

Capital credits represent one of the areas which make our relationship different as your not-for-profit electric cooperative. Here is how it works: We provide you with electricity at our estimated cost plus the margins necessary to meet our lenders' financing covenants. Any margins at the end of the year are allocated to members based upon the member's contribution to the annual margins. These allocations are returned to the member based

upon Board Approval. The returned funds are called “capital credits.” See Article VII of Bylaws for further discussion.

IDLE SERVICES

Whenever possible, we try to remove idle services and other facilities, which are not in use or have little probability of being used. Your REMC pays taxes on these items. We may also be able to re-use this equipment again which will help reduce our costs. If you have a service or other equipment on your property, which is not in use, please let us know and we will schedule them for removal. An idle service is any service that has been disconnected for one (1) year or longer.

SAFETY – LOOK UP AND LIVE

The safety of our staff, members and the public are a prime concern of Daviess-Martin County REMC. We can provide information on how to safely fly kites, move augers and large equipment, construct antennas, etc. If you are in doubt about the safety of the situation, please contact our office immediately.

Let us help you play it safe – call our office at (812) 295-4200 or 1-800-762-7362.

DISCONNECTION OF SERVICE

1. Voluntary Disconnection

When a member receiving electrical service requests disconnection of service, the member shall notify the office at least three (3) working days in advance of the day disconnection is desired. The member shall remain responsible for all the services used and the related billings until service is disconnected pursuant to such notification. However, the rural electric cooperative must disconnect service within three (3) working days of the requested disconnection date and the member shall not be liable for any service rendered after the expiration of three (3) working days.

2. Involuntary Disconnection

The rural electric cooperative may disconnect service without the member’s request and without prior notice only:

- a. If a condition dangerous or hazardous to life, physical safety or property exists; or
- b. Upon order by any court, or a duly authorized public authority; or
- c. If fraudulent or unauthorized use of electricity is detected and the rural electric cooperative has reasonable grounds to believe the affected member is responsible for such use; or
- d. If the rural electric cooperative’s regulation or measuring equipment has been tampered with and the rural electric cooperative has reasonable grounds to believe that the affected member is responsible for such tampering.

METER READINGS

Daviess-Martin County REMC utilizes an Advanced Metering Infrastructure (AMI). The system automates the task of meter reading and assists service crews with troubleshooting power outages.

The AMI system is a two-way communication system that allows information to be sent to and from the meter. Remote meter readings, power status, tamper alerts and remote disconnection can be obtained with this system.

BILLING

Charges for electrical service are calculated on the prior month's usage. Charges for merchandise or services, other than electrical service, purchased during the prior month shall be billed on one consolidated bill with the charges for electrical service.

Bills should be received prior to the 10th of each month and are due by the 26th of each month. Weekends, holidays, and the U.S. Postal Service may affect the exact delivery date.

Any current charges not paid by the 26th of the month shall be assessed a one-time late payment charge equal to 5% of such unpaid charges.

Members may be disconnected after the 26th of the month.

OUTAGES

WHAT TO DO WHEN THE POWER IS OFF:

1. Check your fuses and/or breaker switches on your side of the meter. If some of your lights work, the trouble is most likely in your own equipment. Remember to check the main cartridge fuses in your fuse box.
2. If all the lights are off, then check with your neighbor to see if their power is off.
3. If you have not found the trouble, call the appropriate number listed below. Be sure to give the name the account is in and the address of the affected property. Please call in as soon as the trouble is discovered.
4. For service outages call (812) 295-4200 locally or if it is long distance call toll free 1-800-762-7362 any time (day or night).

Regular Office Hours – Monday through Friday

7:30 a.m. to 4:00 p.m.

Closed Saturday, Sunday, and Holidays

COMPLAINTS AND REVIEW

A member of the rural electric cooperative may complain about any matter relating to their service or billing and may request a conference. The member may make this complaint in person, or in writing.

In making a complaint and/or request for conference, the member shall at a minimum give the following information: name, service address and the general nature of the complaint.

The rural electric cooperative management will promptly and thoroughly investigate the complaint and will notify the member of the proposed disposition. The notification shall advise the member that the member may within seven (7) days following the date of the

mailing of the notification, request a review of the proposed disposition by the Board of Directors.

The Board of Directors shall provide an “informal review” at the next regular board meeting. A written decision will be given within ten (10) days after the board meeting to the member.

If the member is receiving service at the time the complaint and/or review is received by the rural electric cooperative, and the complaint involves billing, the member’s service shall not be disconnected until ten (10) days have elapsed from the date of management’s mailing of the proposed disposition. If the member has timely requested a review by the Board, the rural electric cooperative shall not disconnect service until at least three (3) days have elapsed from the date of mailing of the Board’s decision if the member has paid and continues to pay all undisputed bills as they become due.

If there is disagreement as to what portion of the bill is undisputed, it shall be sufficient that the member pays on the disputed bill, an amount equal to his average bill for six (6) months immediately preceding the disputed bill.

METER TESTS

In the event a member would request that his meter be tested, this request must be made in writing or by phone. After the meter is tested and no error is found outside of the acceptable meter tolerance as further defined, the member cannot request another test for twelve (12) months. However, after twelve (12) months, the member may request a second test. If on the second test no error is found, the member cannot request another test for thirty-six (36) months unless the member elects to bear the full costs of the meter testing during that period.

After each test, the member will receive a written report giving the complete results of the test and a copy of the test will be on file in the office.

However, the member may make application at any time to have an independent metering testing laboratory test his meter, the cost of which would be paid for by the member.

The application for the independent meter test must be accompanied by the fee to test the meter.

The meter test will be made by the independent meter test laboratory, and the report will be mailed to the member. If the meter is found to be at or less than three percent (3%) fast, the fee will be kept by the rural electric cooperative; but if the test shows the meter to be more than three percent (3%) fast, then the fee paid by the member shall be refunded to the member by the REMC.

A member who has a demand meter can make an application to have an independent meter testing laboratory demand test the electric load of the member. The application for the

independent demand meter test must be accompanied by the fee to test the meter and paid for by the member.

If the electric demand is found to be correct or higher than the demand fixed by the rural electric cooperative, the fee will be kept by the rural electric cooperative; but if the electric demand is found to be less than the demand fixed by the rural electric cooperative and the difference is equal to or greater than four percent (4%) of what was originally calculated and so charged, then the fee will be refunded to the member by the REMC.