

**FORT LOUDOUN ELECTRIC COOPERATIVE**  
**VONORE, TENNESSEE**  
**Board Policy No. 336**

**SUBJECT:**     INFORMATION TO MEMBERS

**POLICY:**

For the purpose of conservation, fairness and improved communication between the Cooperative and its members the following shall be adopted.

1.     The Cooperative will make available to its members, upon application for service and anytime upon request by the member, information on:
  - A.     The current service practice policies of the Cooperative.
  - B.     The current rates applicable and provide a written and/or oral explanation of the rate schedule, if so asked; and,
  - C.     The current By-Laws of the Cooperative.
  
2.     Upon request, a member may receive a statement of such monthly KWH consumption for the prior 12-month period, if the account has a history for their membership.
  
3.     Requests for information may be made in person by the member at the Vonore Corporate Office of the Cooperative, by phone, electronically by email, or by mail.
  
4.     Members shall be notified of all local rate actions and/or significant policy changes by the most practical combinations of:
  1.     Imprint on bill;
  2.     Newspaper advertisement or in *The Tennessee Magazine*;
  3.     Public displays in lobby of the Vonore Corporate Office; and,
  4.     Posting on the Cooperative website and/or the social media utilized.

**RESPONSIBILITY:**           General Manager/CEO  
                                  Assistant General Manager  
                                  Human Resources and Administrative Services Manager  
                                  Vice President of Operations & Engineering  
                                  Manager of Office Services  
                                  Member Services Department  
                                  Customer Service Department

**EFFECTIVE DATE:**           June 23, 1980

**REVIEWED AND APPROVED:**     March 22, 2012  
  August 27, 2015  
  May 26, 2022