

WELLS RURAL ELECTRIC COMPANY

Adopted: October 17, 2003

Reviewed: November 20, 2018

Revised: November 7, 2007

POLICY NO. 1-8

MEMBER SERVICE

I. OBJECTIVE

To set forth the board's expectations regarding the quality of service that the Company will provide to its member.

II. POLICY

The Company exists to serve the electric (and other) needs of the membership. Therefore, it shall be the policy of the Company that all service-related practices, procedures, fee schedules and rates shall provide fair and equitable treatment and quality service for all class of members. In implementing and overseeing the administration of such practices, procedures, fee structures and rates, care shall be taken to ensure that:

- A. Members are treated with respect and courtesy at all times.
- B. Members are periodically surveyed in a scientific manner to determine their satisfaction with the quality of service, and practices and procedures are revised or updated as appropriate to ensure members continue to be satisfied with the Company's operations and services.
- C. Practices, procedures and fee schedules are consistent with all applicable laws and regulations.
- D. A reasonable and fair due-process practice is applied in an attempt to resolve member complaints, problems or disputes.
- E. Members are provided sufficient information to permit a general understanding with respect to all billing, collection and service termination procedures, and all such procedures should be designed to minimize inconvenience to the members.
- F. Rates are just and equitable with regard to each rate class, and are sufficient to sustain the Company's operation and financial posture and obligations.
- G. Fees charged are proportional to the actual cost of the activity in question.

- H. Member inquiries are answered promptly, consistent with policies governing the confidentiality of certain information.

III. RESPONSIBILITY

- A. The chief executive officer shall be responsible for ensuring that service rules and regulations, operating procedures, fee schedules and rates are available on the Info-base and administered in accordance with this policy.
- B. The board of directors reserves the right to review and approve specific aspects of the fee schedule, rates and the due process procedure for addressing member complaints or disputes.
- C. The chief executive officer shall periodically evaluate and make recommendations regarding these issues, and the board of directors shall by resolution approve, revise or decline said recommendations.
- D. The chief executive officer shall also report on the results of member surveys, as well as keep the board regularly apprised of complaints and concerns.
- E. The board president shall ensure the enforcement of this policy.