

## **ASSISTING MEMBERS WITH ELECTRIC SERVICE PROBLEMS \_\_\_\_\_ VII-C-7**

### **I. OBJECTIVE:**

To identify the parameters Beartooth Electric Cooperative will operate within with regard to assisting members with their electric equipment.

### **II. POLICY CONTENT:**

Beartooth Electric Cooperative will help its members install certain equipment and restore certain defective electric equipment to operating condition and repair outside electric service lines on their premises under the following conditions:

1. the equipment covered by this Policy are primarily pole mounted security lights and behind the meter surge protection equipment.
2. the Cooperative will help Members secure the necessary parts, devices, and wiring equipment, and will install them if requested, at the Cooperative's prevailing rate;
3. the Cooperative will help Members purchase parts, devices and wiring equipment at its' cost. Installation of parts will be at current labor costs of lineman during the regular work week of Monday through Friday, 8:00 am to 4:30pm. For work done after hours, Saturdays, Sundays and holidays, charges will be at the prevailing overtime rate. A minimum charge of two hours will be charged for all overtime when a Cooperative employee is called out;
4. at the request of the member, suggestions may be made by Cooperative employees at no charge to the Member although questions related to electrical code should be referred to a certified electrician; and
5. work on any Member's equipment shall be performed at the discretion of the Cooperative.

### **III. RESPONSIBILITY:**

The General Manager/CEO and Manager of Engineering & Operations shall be responsible for the administration of this policy.

IV. **REVIEW DATE:**

This policy should be reviewed at the first Board of Trustees meeting two years after the last revision or review.

V. **APPROVED**

  
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President - Beartooth Electric Cooperative

  
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Secretary - Beartooth Electric Cooperative

Approved: February 11, 2005  
Amended: December 30, 2011 (Item II, 4)  
Reviewed: