

PLATEAU ELECTRIC COOPERATIVE  
POLICY NO. B1

SUBJECT: INFORMATION TO CONSUMERS

POLICY:

Information is available for the purpose of conservation, fairness, and improved communication between Distributor and Customer.

- A. Distributor will make available to customers upon application for service, anytime upon request, and on PEC's website, [www.plateauelectric.com](http://www.plateauelectric.com), information on:
  - 1. Current service practice policies
  - 2. Current rates applicable to such Customer and a written and/or oral explanation of the rate schedule
- B. Upon request, a Customer will receive a statement of such Customer's monthly KWH consumption for the prior 12-month period. There is no charge for this service.
- C. Requests for information may be made in person at any office of the Distributor.
- D. Consumers shall be notified of the availability of rate schedule, Distributor policies, and consumption information by the most practicable combinations of:
  - 1. A message printed on power bills.
  - 2. On PEC's website, [www.plateauelectric.com](http://www.plateauelectric.com)
  - 3. Advertisements.
  - 4. Public service announcements on radio and television.
  - 5. Distributor newsletter.
- E. Consumers shall be notified of all retail rate actions initiated by PEC prior to implementation of such by either print media or electronic media in order to reach the majority of PEC's customers.
- F. Consumers shall be notified in advance of areas to be affected by routine right-of-way cutting by contractors, typically through local newspaper advertising; provided, however, that this provision shall not apply to spot trimming, danger trees and individual tree orders.

Adopted: 08-17-2015

Effective: 10-1-2015

Superseding Policies Adopted:  
01-19-15; 05-10-93; 3-17-80