Rayle Electric Membership Corporation
Policy Manual
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RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON GEORIGA

DEPOSIT, FEE, AND CHARGE SCHEDULE

BP #301	**Membership Fee**				$5.00
BP #303	**Deposit (for initial service)**				
	Residential		Green*	Yellow *	Red*
		Owner	$0.00	$100.00	$200.00
		Rental	$0.00	$200.00	$300.00
		Hunting Club	N/A	N/A	$250.00
	Agriculture		N/A	N/A	$1,000.00 per meter
	* These levels are based on credit report results.				
	Business				2 times expected average monthly bill
BP #324	**Connection Fees and Reconnect Fees**				
	Regular Working Hours				
		New Account			$35.00
		Reconnect			$55.00
	After Hours Reconnect				$80.00
	New Account (Hunting Club)				$35.00
	Reconnect Fee for Seasonal Services (e.g. Hunting Clubs)				$100.00
BP #325	**Returned Check Fee**				$25.00
	Cut Meter Seals (unauthorized)**				$100.00
BP #338	**Meter Tampering/Theft****				$150.00
	** Repeat offenses for cut seals or meter tampering will be charged as below:				
			Cut Seals	Tampering/Theft	
		1st Occurrence	$100.00	$150.00	
		2nd Occurrence	$150.00	$250.00	
		3rd Occurrence	$200.00	$350.00	
		nth Occurrence	n x $50.00	n x $100.00	
	Late Payment Fee				5% of Bill or a minimum of $5.00
BP #321	**Meter Test Charge**				$25.00
	Trouble Call - Not Rayle EMC Problem				$50.00
	Trouble Call - Not Rayle EMC Problem After Hours				$100.00
	Relocation of Existing Outdoor Light				$40.00
	Relocation of Existing Outdoor Light and Pole				$80.00
	Change out working ODL per consumer request				$40.00

Fred A. McWhorter

Fred McWhorter, President

Effective Date: 1/1/1998
Revised Date: 11/16/2023

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 301

I. SUBJECT: APPLICATIONS FOR MEMBERSHIP

II. REASON:

The purpose of this policy is to establish a policy by which any person, firm, association, corporation or any other public body may become a member of the Rayle Electric membership Corporation.

III. POLICY:

Any person, firm, association, corporation or public body whose principle metering points are within the Cooperative's service area and who shall sign a written application for membership and pay a $5.00 membership fee, together with a service fee and service security deposit that may be required by the Cooperative, is eligible for membership.

In this application the member shall agree to purchase from the Cooperative all electric energy used on premise and to be bound by the Cooperative's Charter and By-laws and all rules, regulations and rate schedules established pursuant thereto, and pay the minimum monthly bill stated in the applicable rate schedule or, in the event of a written contract for service, the minimum set forth in said contract. Upon termination of membership, the membership fee will be refunded or applied against any unpaid balance owed the Cooperative upon termination of membership.

A consumer shall have only one membership but may have any number of service connections under this membership.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 302

I. SUBJECT: SERVICE FEES AND DEPOSITS FOR ADDITIONAL SERVICES

II. REASON:

The purpose of this policy is to establish a policy relating to additional service fees and deposits.

III. POLICY:

Consumers desiring additional service connections shall pay the applicable service security deposit and connection fee and any other fees or charges as necessary.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 303

I. SUBJECT: SERVICE SECURITY DEPOSITS

II. REASON:

The purpose of this policy is to establish guidelines governing service security deposits in order to protect the Cooperative from loss of revenue caused by non-payment of electric statement by the member.

III. POLICY:

A. A service security deposit shall be collected in advance of connecting a service with the following exceptions:

1. The requirement may be waived for a new member by demonstrating an acceptable credit history, providing a letter of credit from their previous electric supplier, and/or other information deemed acceptable by the cooperative.

2. An existing member may be exempt from placing a security deposit for an additional service if their present account meets the requirements for deposit refund.

B. When service is being furnished on the basis of a written contract the Cooperative will determine the amount of security deposit based on previous usage and/or payment history of the involved premises or according to connected load. Refunds will be made without interest as provided for in the written contract for service.

C. The service security deposit will be refunded without interest to members after twelve (12) consecutive months service with no cut-off notices, or upon termination of service, less any amount the consumer may owe the Cooperative.

J.M. Sherrer, President

Effective Date: 5-1-2007

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 304

I. SUBJECT: ADDITIONAL SERVICE SECURITY DEPOSITS FOR DELINQUENT ACCOUNTS

II. REASON:

The purpose of this policy is to insure the Cooperative against loss of revenue from those members who establish a history of failure to pay monthly statements in a timely fashion which could eventually lead to discontinuance of service and an increased risk of indebtedness to the Cooperative.

III. POLICY:

Any consumer that has service discontinued due to a "delinquent" account must pay additional estimated security deposit. The required deposit, in total, must be at least two times the average monthly bill.

The total security deposit required shall not be more than the consumer's average estimated power bill for three (3) months service. Any existing security deposit will be applied to the total deposit.

If immediate collection of the required service security deposit is not possible or may impose an undue hardship to the member, at the sole option of the Cooperative, installment payments of the deposit over a reasonable time period may be acceptable.

If the same conditions are met for these deposits as found in Board Policy 303 then the additional security deposits are refundable.

J.M. Sherfer, President

Effective Date: 5-1-2007

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 305

I. SUBJECT: OVERHEAD LINE EXTENSION

II. REASON:

The purpose of this policy is to establish a policy by which overhead lines will be classified and extended.

III. POLICY:

A. Permanent Establishments (Single Phase)

This classification includes permanent nonseasonal residences, mobile homes, schools, public buildings, churches, commercial and industrial establishments which are of a permanent nature requiring electric service on a continuous basis. Single phase electric service shall be extended to establishments of this classification which are located within 2,000 feet of the Cooperative's existing facilities at regular established rates, without any requirement of contribution in aid of construction.

Line extensions over 500 feet will require that the consumer have the footing of the structure poured or have mobile home set up on property before line construction begins. Applicants not meeting these conditions shall be required to pay the Cooperative in advance a contribution in aid of construction of the average cost per foot (determined annually) of construction in excess of 500 feet. This contribution in aid of construction shall be refunded when the above conditions are met.

Single phase service will be extended beyond 2,000 feet upon the consumer paying the Cooperative in advance a contribution in aid of construction of the average cost per foot (determined annually) of construction in excess of 2,000 feet.

B. Permanent Establishments (Three Phase)

Three-phase service shall be extended to permanent establishments requiring electric service on a continuous basis up to 500 feet without any requirement of contribution in aid of construction. An individual written agreement with the consumer shall be required. All such agreements shall contain a requirement for the consumer to pay a minimum monthly bill based upon the applicable rate schedule.

For extension or conversion over 500 feet, a contribution in aid of construction will be required of the consumer equal to the estimated labor of installation and removal of that portion of the extension in excess of 500 feet, plus the related cost of any unsalvageable material and clearing of right-of-way.

Estimated revenue to be derived from consumers served by three-phase service and future line conversions required to serve existing load may permit modification of the charges required for the foregoing.

C. Water Pumps, Barns, Seasonal Homes and Similar Services

Single phase service will be extended to water pumps, barns, seasonal homes and similar services located within 1000 feet of the Cooperative's existing distribution facilities under the same conditions as permanent establishments.

Single phase service will be extended beyond 1000 feet upon the consumer paying the Cooperative in advance a contribution in aid of construction of the average cost per foot (determined annually) of construction in excess of 1000 feet.

Each service shall obligate the consumer to pay the monthly minimum charge for not less than one year.

D. Non-Permanent Service

Non-permanent service will be furnished for services of short duration or transient nature in accordance with the existing rate schedules of the Cooperative, except that the consumer shall pay in advance the total estimated cost of installation and removal of the service facilities, less salvage value of the material used. The consumer applying for non-permanent service will be required to supply a meter pole in accordance to the EMC Residential Wiring Requirements handbook. An advanced deposit based on the estimated bill for service may be required.

E. Temporary Service

Temporary service to supply power for construction of permanent structures shall be provided according to the following:

1. Due to varying requirements of the counties in which the Cooperative serves it will be the responsibility of the contractor/builder or consumer to provide a temporary service meeting the requirements of local governing regulations and Rayle EMC as stated in item 2.

2. In those counties that do not regulate such installations a temporary service must be provided which meets Rayle EMC minimum requirements as outlined in the latest edition of the EMC Residential Wiring Requirements handbook.

3. Any county where inspection is required any necessary permits must be obtained prior to Rayle EMC connecting service.

F. Security Light Service

The Cooperative will furnish, install, maintain and make all necessary electrical connections for a High Pressure Sodium Type Lighting unit at a location determined by agreement with a representative of the Cooperative. The location shall be from an existing 120 volt Cooperative owned secondary line pole. The applicant must adhere to the provisions stipulated in the applicable rate schedule and sign a contract guaranteeing at least twelve (12) months of service. Consumers requesting service not meeting these stated conditions may apply for nonstandard conditions as provided for in the applicable rate schedule.

G. Subdivisions

1. Without "Total Electric" and "Load Management Switch" covenants

Single-phase service will be extended to new subdivision up to two pole spans of primary line without any requirement of contribution in aid of construction. For extension beyond two pole spans of primary line the developer will be required to make a "Contribution in Aid of Construction" and/or place a deposit with Rayle EMC as per respective policies 341 and 342.

2. With "Total Electric" and "Load Management Switch" covenants

Single-phase service will be extended to new subdivisions up to two pole spans of primary line without any requirement of contribution in aid of construction. For extension beyond two pole spans of primary line the developer will be required to make a "Contribution in Aid of Construction" and/or place a deposit with Rayle EMC as per respective policies 341 and 342.

H. Contribution in Aid of Construction

The term "Contribution in Aid of Construction" as used in this policy refers to the portion of the cost of line construction paid by the consumer. The consumer is to pay any "contribution in aid of construction" in advance prior to extension or rephrasing of the Cooperative lines. All material used in line construction shall remain the property of the Cooperative. This subject is covered as a separate Board Policy No. 341.

Fred McWhorter, President

Effective Date: 04/23/1992
Revised Date: 12/21/2017

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 306

I. SUBJECT: UNDERGROUND LINE EXTENSIONS

II. REASON:

The purpose of this policy is to establish a policy by which the Cooperative will classify and extend underground facilities to its members upon request.

III. POLICY:

When underground service to permanent non-seasonal residences is requested and required conditions are met, the Cooperative will install, own and maintain underground systems. A contract for service will be offered and must be executed by both the consumer and the designated representative of Rayle EMC.

A. Secondary Service

Upon request, underground secondary service will be furnished from the transformer to the meter base, upon the member agreeing to pay a charge determined annually from the difference between the cost of providing underground secondary service over the cost of providing overhead secondary service.

B. Primary Service

Upon request, underground primary service will be installed upon the member or developer agreeing to pay the difference between the cost of providing underground service over the cost of providing conventional overhead service, determined annually.

When an underground primary service is designed to serve more than one consumer, each consumer affected shall share equally in the cost of such service. Each consumer shall pay his prorata share before service is connected to his premises.

C. Replacing Existing Service

Upon request, existing overhead services may be replaced with underground services upon the member's agreeing to pay the actual cost of installing the requested underground service, plus the labor costs of removing the existing overhead service.

D. Other Requirements applicable to any Underground Line Extension:

1. Where, due to rock conditions in the soil, the trenching work cannot be accomplished by use of standard trenching equipment, any excess cost caused by such conditions will be borne by the owner or developer. Where there are other unusual conditions, such as high water table, which require installation procedures not normally used, the excess cost of such procedures may be charged by the Cooperative to the owner or developer.

2. The owner or developer will reimburse the Cooperative for the cost of installing and removing any temporary overhead facilities requested by him and for the cost of cutting through and replacing pavement within the development.

3. The owner or developer will furnish, without cost to the Cooperative, necessary easements and right-of-way. The owner or developer will be required to have the right-of-way and all streets, alleys, sidewalks and driveway entrances graded to final grade, and will have lot lines established before construction of the electrical distribution system begins.

4. The type of construction and the location of said facilities will be at the option of the Cooperative. Should the owner or developer desire changes in either location or type of construction, such installations will be made only upon the owner or developer agreeing to pay the Cooperative the estimated additional cost incurred thereby.

5. The Cooperative shall have the option of placing transformers above ground, on pads of its specifications and/or design, or underground and in enclosures of its specifications and/or design, as the Cooperative in its sole discretion may determine to be practicable.

6. Shrubs, trees, and grass sod requiring protection during the installation of the underground service will be the responsibility of the owner or developer, and the owner or developer will hold the Cooperative and/or its subcontractors harmless against any claims for such damages. It will be the responsibility of the owner or developer to reseed and/or maintain the trench cover.

7. All payments for underground installations will be made prior to beginning of construction by the Cooperative.

E. Subdivisions

1. Without "Total Electric" and "Load Management Switch" covenants

For underground primary service the developer will be required to make a "Contribution in Aid of Construction" and/or place a deposit with Rayle EMC as per the respective policies 341 and 342.

2. With "Total Electric" and "Load Management Switch" covenants

For underground primary service the developer will be required to make a "Contribution in Aid of Construction" and/or place a deposit with Rayle EMC as per the respective policies 341 and 342.

If any residence does not comply with "Total Electric" or "Load Management Switch" the balance of the deposit shall be applied to defer unrecovered revenue.

Secretary

Effective Date 4/23/92

Revised Date 4/23/92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 307

I. SUBJECT: FACILITIES EXTENSION OWNERSHIP

II. REASON:

The purpose of this policy is to establish ownership of the extension of service facilities needed in order to maintain operation.

III. POLICY:

All line extensions, service wires and connections, no matter who pays or contributes toward paying the cost thereof, are to be made by the Cooperative and remain the property of the Cooperative. The Cooperative shall not be required to serve any consumer over a line built, owned, operated, and maintained by the consumer or third party.

All property of the Cooperative placed in or upon the consumer's premises, used in supplying service to him, is placed there under his protection.

The Cooperative shall have access to such property at all reasonable times. The consumer shall not commit or cause or permit any act that will or may result in damage to or loss of such property or in loss of life or injury to any person or the loss of or damage to any other property, in relation to such property.

Secretary

Effective Date 4-23-92

Revision Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 308

I. SUBJECT: STANDARD SUPPLY VOLTAGE

II. REASON:

The purpose of this policy is to establish the standard supply voltage that the Cooperative will transmit over its lines and provide its consumers.

III. POLICY:

One system of alternating current, 60 hertz, is supplied throughout the Cooperative's system.

The voltage, number of phases, and type of metering which will be supplied depends upon the Cooperative's facilities available and upon the character, size, and location of the load to be served. Therefore, the consumer shall consult the Cooperative before proceeding with the purchase or installation of wiring of equipment. To avoid misunderstanding, this information should be in writing.

The standard secondary voltages described below are nominal and are subject to a plus or minus ten (10) percent variation.

Single-phase	2 wire, 120 volts
Single-phase	3 wire, 120/240 volts
Three-phase	120/208 volts
Three-phase	120/240 volts
Three-phase	240/480 volts
Three-phase	277/480 volts

The standard primary voltages described below are nominal and are subject to a plus or minus ten (10) percent variation.

Single-phase	2 wire, 7,200 or 14,400 volts
Three-phase	4 wire, 7,200/12,470 volts or 12,470/24,940 volts

It will not be considered a violation when voltages outside of the prescribed limits are caused by any of the following:

A. Action of the elements.
B. Service interruptions.
C. Temporary separation of parts of the system from the main system.

D. Infrequent fluctuations not exceeding five (5) minutes duration.

E. Other causes beyond the control of the Cooperative.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 309

I. SUBJECT: SERVICE INTERRUPTIONS

II. REASON:

The purpose of this policy is to establish guidelines to govern the service interruptions that occur from time to time during operations.

III. POLICY:

The Cooperative does not guarantee continuous and uninterrupted electric service and will not be liable for loss or damage to any consumer's equipment caused by any failure to supply electricity or by an interruption or reversal of the supply of electricity if due to any cause beyond the reasonable control of the Cooperative.

The consumer shall notify the cooperative promptly of any defect in service or of any trouble or irregularity in the electric supply.

Whenever service is interrupted for work on the lines or equipment, such work shall be done, as far as practicable, at a time that will cause the least inconvenience to the consumer. The consumer to be affected by such interruptions shall, if practicable, be notified in advance.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 310

I. SUBJECT: STANDBY POWER

II. REASON:

The purpose of this policy is to establish guidelines in order to govern standby power.

III. POLICY:

No electric power sold by the Cooperative shall be used as reserve of standby service, or in any way in conjunction with any other source of power, without the Cooperative's prior written consent.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 311

I. SUBJECT: RESALE OF POWER

II. REASON:

The purpose of this policy is to establish guidelines to govern the resale of power by consumers.

III. POLICY:

Consumers shall not directly or indirectly resell electric energy for any purpose, except that in the case of rental facilities, the cost of utilities may be included in the rent charged the tenant. Consumers shall not divert electric energy to other premises or use it for purpose other than those permitted by the By-laws, rules and regulations of the Cooperative, and by state and local laws, rules and codes.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA

BOARD POLICY NO. 312

I. SUBJECT: PRIOR DEBTS

II. REASON:

The purpose of this policy is to establish guidelines to govern prior debts incurred by consumers.

III. POLICY:

The Cooperative shall not be required to furnish service to an applicant who at the time of such application, is indebted to the Cooperative for service previously furnished applicant or furnished to a business owned by applicant until such indebtedness has been satisfied.

President

Secretary

Effective Date 04-23-92

Revised Date 03-19-09

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 313

I. SUBJECT: SERVICE CONNECTIONS

II. REASON:

The purpose of this policy is to clearly establish a procedure by which the Cooperative will attach and furnish service to the member's facilities.

III. POLICY:

The Cooperative will furnish and install only one service drop to a metered point. The consumer must furnish a point of attachment for the Cooperative's service facilities which will meet the National Electrical Code, any applicable state or local laws, codes, or ordinances, and the Cooperative's requirements.

The point of attachment furnished by the consumer must be located at a point where the Cooperative facilities can be constructed at reasonable cost, and in accordance with sound engineering practices. The Cooperative reserves the right to designate the location of the point where attachments and meters will be located.

The Cooperative's responsibility for installation and/or maintenance of service facilities shall not extend beyond the point of attachment to the consumer's building, central distribution point, or the electric power consumption measuring device.

When the consumer's service requirements are of such a nature that a central distribution point be located on a pole, the Cooperative will provide service to a central distribution pole provided by the consumer.

A consumer may have any number of service connections under one membership.

No more than one residence may be served through one meter. There are no exceptions.

Should the consumer request, the Cooperative may install facilities in excess of those provided for in this policy. The service facilities will be furnished on a direct cost plus appropriate overhead charges.

All service facilities and equipment constructed and installed by the Cooperative shall remain the sole property of the Cooperative and shall not become part of the property or premises to which said facilities are attached or on which said facilities are constructed.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 314

I. SUBJECT: GENERAL WIRING REQUIREMENTS

II. REASON:

The purpose of this policy is to establish general wiring requirements and specifications needed for safe and efficient operation.

III. POLICY:

Each consumer shall cause all premises receiving electric service pursuant to his membership to become and to remain wired in accordance with the specifications of the National Electric Code, the Cooperative, any applicable state authority, and in accordance with the limitations of municipal and/or county authorities having jurisdiction. Each consumer shall be responsible for, and shall indemnify the Cooperative and any other person against injury loss or damage resulting from any defect in or improper use or maintenance of, such premises and all wiring and apparatus connected thereto or used thereon. In no event shall the responsibility of the Cooperative extend beyond the point at which its service wires are attached to the meter loop provided for measuring electricity used on such premises.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 315

I. SUBJECT: MEMBER EQUIPMENT

II. REASON:

The purpose of this policy is to establish guidelines upon which the Cooperative must be consulted and all safety precautions must be taken before the member installs large equipment or generators.

III. POLICY:

This policy governs the following areas:

1. General – It is the responsibility of the consumer to ensure that their equipment does not cause objectionable voltage flicker, harmonics, or other spurious signals to be injected onto the Cooperative's electric system.

2. Electric Motors – The Cooperative should always be consulted on motor installations. The maximum permissible size depends upon the consumer's location, on the distribution system and the capacity of the circuit.

   It is the characteristic of most electric motors to draw a heavy momentary current when starting, resulting in many cases, in variation of the voltages supplied to the other consumers who receive service from the same circuits or transformer. In these cases, it is necessary that the Cooperative limit the amount of starting current which may be drawn by a motor.

   All motors shall be provided with devices that will protect the motor against overload or short circuit as prescribed in the National Electrical Code.

   The direction of phase rotation and continuity of all three-phase current are guarded with great care, but the Cooperative cannot guarantee against accidental or temporary change of phase. Therefore, motors or other equipment requiring unchanged phase rotation and continuity of three-phase supply shall be equipped with suitable protection against such reversal or phase failure.

3. Electric Generators – Where auxiliary or standby service is installed by the consumer to provide emergency power, parallel operation of the consumer's generating equipment with the Cooperative's system will not be allowed. An approved double throw switch must be used to prevent possible injury to the

Cooperative workmen by making it impossible for power to be fed back into the main line from the emergency generator.

4. Electric Welders and Miscellaneous Devices – Consumers desiring to operate electric welders or other devices with high inrush or fluctuating currents must supply the Cooperative with information regarding the electrical characteristics of the equipment. Service will not be allowed to equipment which adversely affects the Cooperative's equipment or the service to other consumers. The Cooperative must be consulted before the purchase or installation of the equipment.

5. Consumer Responsibility for Protective Devices – All protective devices required by these regulations shall be provided by the consumer and at the consumer's sole expense.

6. Meter Pole – Consumers with installations requiring their point of delivery on a pole, including farmstead systems and mobile home poles, shall communicate with the Cooperative on details of load data. The Cooperative will designate the proper location of a pole of proper height and class, which the consumer shall furnish, install, and maintain the service entrance equipment therein (including weather-tight disconnecting means), according to the National Electric Code and National Electrical Safety Code requirements, and provide space for the metering equipment furnished by the Cooperative. In the case of a service to a meter pole located immediately adjacent to an underground or certain other permanent structures, it may be permissible to install the disconnecting means within the permanent structure. Meters, service entrance equipment, and/or other foreign attachments will not be installed on Cooperative poles. The consumer agrees to assume all liability for any damages to persons or property for misuse and to hold harmless the Cooperative on any such liability. At its option, the Cooperative retains the right to terminate service and remove the meter for any misuse.

7. Relocation of Delivery Point – If the Cooperative shall be required by orders of Court or other persons having legal jurisdiction to move or relocate any of the Cooperative's poles, wires, or other appurtenances which would make it impossible or impractical to supply service to a consumer's existing service entrance, the consumer shall at his own expense relocate his service entrance equipment at a point designated by the Cooperative.

J.M. Sherrer, President

Effective Date: 04/23/1992
Revised Date: 01/16/2014

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 316

I. SUBJECT: POWER FACTOR CORRECTIONS

II. REASON:

The purpose of this policy is to insure the member's equipment does not contribute towards a low power factor for the Cooperative.

III. POLICY:

The maintenance of high power factor is of primary importance in the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of low power factor unfavorable to both the Cooperative and the consumer.

Where the over-all power factor of the consumer's load is less than 90% lagging, the Cooperative may require the consumer to install, at his own expense, the equipment to correct the power factor. The Cooperative reserves the right to measure the power factor at any time.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 317

I. SUBJECT: PHASE LOAD BALANCE

II. REASON:

The purpose of this policy is to insure that the consumer will maintain load balance between the phases on multi-phase services.

III. POLICY:

When multi-phase service is furnished, the consumer will at all times maintain a reasonable balance of load between the phases.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA

318 CONSUMER CLASSIFICATION

I. REASON:

The purpose of this policy is to establish guidelines by which the Cooperative will classify services and bill them accordingly.

II. POLICY:

A. Residential and Farm Service – Schedule 1

This schedule is applicable for residential consumers and to church facilities where all consumption is supplied through one meter.

Each residential unit or facility must be individually metered and no more than one family unit may be served from one meter. This rate is prohibited to all entities selling goods and/or services to the ultimate consumer.

B. Small Commercial Service – Schedule 2

Applicable for single phase or multi-phase service to commercial, industrial, governmental, and other consumers with 50 kVA or less of installed transformer capacity.

All service under this classification shall be provided under written contract with the consumer, requiring a minimum monthly bill as specified by the applicable rate schedule.

C. Large Commercial Service – Schedule 3

Applicable to commercial, industrial, or government establishments requiring transformer capacity in excess of 50 kVA.

All service under this classification shall be provided under written contract with the consumer, requiring a minimum monthly bill as specified by the applicable rate schedule.

D. Large Industrial Service – Schedule 5

Applicable to members having a connected load of 900 kilowatts or more at one standard voltage required on the members premises, delivered at one point, and metered at or compensated to that voltage.

All service under this classification shall be provided under written contract with the consumer, requiring a minimum monthly bill as specified by the applicable rate schedule.

E. Load Management Service – Schedule 8

Available to commercial, industrial, governmental or other consumers with metered monthly minimum of 200 kw of demand.

All service under this classification shall be provided under written contract with the consumer, requiring a minimum monthly bill as specified by the applicable rate schedule.

F. Security Lights – Schedule 9

This schedule is applicable only to outdoor lighting by ballast operated vapor lamp fixtures and poles conforming to the Cooperative's specifications for dusk to dawn lighting. Service will be rendered only at locations that solely in the opinion of the Cooperative, are readily accessible for maintenance.

Service under this schedule shall be for a minimum of one year, and thereafter until terminated by either party on thirty days written notice, but the Cooperative may require a contract of original term to five years, and may require an advance payment up to one-half of the estimated revenue for the term of the contract.

All service under this classification shall be provided under written contract with the consumer.

G. Large Power Service – Schedule 13

Applicable to members having a connected load of at least 900 KW and an annual load factor of seventy percent (70%) or greater.

This schedule is closed to all new and existing members that are not taking service under this schedule as of January 1, 2009

H. Rate Schedule Availability

When two or more rates are available for certain classes of service, the conditions under which each is applicable to the requirements for the individual consumer are plainly set forth in the above consumer rate classifications and in the Cooperative's published rate schedules. The choice of such rates lies with the consumer.

The Cooperative will at any time upon request advise any consumer as to the rate best adapted to existing or anticipated service requirements as defined by the consumer, but the Cooperative does not assume responsibility for the selection of such rate or for the continuance of the lower annual cost under the rate selected should the volume or character of service charge.

A consumer having selected a rate adapted to his service may not change to another rate within a 12-month period unless there is a substantial change in the character or conditions of his service. A new consumer will be given reasonable opportunity to determine his service requirements before definitely selecting the most favorable rate therefore.

I. Filing of Rate Schedules

A copy of the Cooperative's applicable retail rate schedule shall be on file at the Georgia Public Service Commission and at the headquarters and district offices of the Cooperative.

J.M. Sherrer, President

Effective Date: 04/23/1992
Revised Date: 05/19/2016

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 319

I. SUBJECT: METERING REQUIRMENTS

II. REASON:

The purpose of this policy is to establish guidelines governing both the Cooperative's and the member's metering responsibilities.

III. POLICY:

All meter bases including temporary services shall be installed on an exterior surface as nearly as possible at eye level, and in no case more than six feet nor less than five feet above finished grade. Upon receipt of the application for service, a representative of the Cooperative will survey the premises to be served and will designate the location of the point where the meter will be installed.

The consumer shall be responsible for allowing duly authorized representatives of the Cooperative the right of ingress to and egress from the premises of the consumer at all reasonable times for the purpose of reading, testing, inspecting, repairing, replacing, or removing its meters or other property, or for the purpose of removing its property on termination of a contract or discontinuance of service from whatever cause.

Central meter pole service may be provided upon request where such installations may be necessary to adequately supply power to multiple service points. A charge will be required in advance of installation. This charge will be based on the difference in cost of this service and a standard 200 amp service which will be determined annually.

The Cooperative will furnish the meter base for a 200 amp service and such other metering equipment as is necessary to measure the electric service at no charge. For 320 amp services and any non-standard services, a charge will be required for the meter base based on the difference in cost of the meter base and the cost of a 200 amp meter base. This cost will be determined annually.

The consumer shall be liable and hold harmless the Cooperative from any damage resulting from connected electrical loads caused by installation and/or re-connection of meters. The consumer shall be responsible for the proper disconnection of all electrical loads when requesting the installation and/or re-connection of meters.

In case of new line construction requiring the relocation of the meter, said relocation shall be at the expense of the Cooperative. In cases of remodeling by consumer where meter

will be enclosed, and not accessible to the Cooperative, the consumer will bear the expense of relocating meter to an accessible location.

All meter installations must have disconnecting means for service points that meet the requirements of the National Electrical Code.

Any consumer desiring service at two or more separately metered points of connection to the distribution system shall be billed separately at each such point and the recording of such meters shall not be added for the billing purposes.

Fred A. McWhorter, President

Effective Date: 04/23/1992
Revised Date: 09/19/2019

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 320

I. SUBJECT: METER READINGS

II. REASON:

The purpose of this policy is to establish guidelines governing the reading of electric meters and any problems that may occur.

III. POLICY:

A. Meter Reading Schedule

Electric meters of the Cooperative shall be read monthly by Cooperative personnel on a prearranged schedule. Reading dates may vary slightly from month to month due to weekends, holidays, weather conditions and other factors.

Where a meter cannot be read on or about the scheduled date, the meter reading and corresponding use for the month will be estimated based on use by the consumer in previous months. Since meter readings are continuous from month to month, any error in such estimate will automatically be corrected in the next subsequent month when the meter is actually read.

The Cooperative shall not be obligated to make adjustments to accounts in subsequent months which were due to variations in meter reading dates or estimated readings which were beyond the control of the Cooperative.

2. Incorrect Readings of Meter

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible, and the bills will be recalculated as nearly as possible to reflect the correct usage.

3. Failure of Meter to Register Correctly

If a meter fails to register correctly, the consumer will be billed on an estimated consumption, which will be based on the previous use of the consumer. Consideration will be given to consumption in months immediately preceding, consumption in similar periods of other years,

comparative uses and sizes of connected loads, and other relevant facts.

Secretary

Effective 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 321

I. SUBJECT: METER TEST

II. REASON:

The purpose of this policy is to assure that the Cooperative will have a meter testing program that will protect itself and the consumer.

III. POLICY:

The Cooperative will, upon request, test the accuracy of a consumer's meter. There will be a fee to perform the test as prescribed in the Deposit, Fee, and Charge Schedule. If the meter, upon testing, is found to be more than 2% (plus or minus) in error, the consumer's bill will be adjusted for not more than the three months immediately preceding the test and the test fee will be waived.

J. M. Sherrer, President

Effective Date: 04/23/1992
Revised Date: 01/01/2009

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 322

I. SUBJECT: ADJUSTMENT OF ELECTRIC STATEMENTS

II. REASON:

The purpose of this policy is to establish guidelines pertaining to the adjustments of electric bills when they are required.

III. POLICY:

If a meter is found to be more than 2% in error (plus), the Cooperative will adjust the consumer's electric statement for the previous three months. Each adjusted statement will be estimated based upon all known pertinent facts.

Whenever it is found that for any reason other than incorrect calibration, the metering apparatus has not registered the true consumption, the consumer's consumption during the entire period of incorrect registration will be estimated, based upon all known pertinent facts, and the consumer's statement for such a period will be adjusted accordingly.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 323

I. SUBJECT: BILLING PERIOD AND ELECTRIC STATEMENT PAYMENTS

II. REASON:

The purpose of this policy is to establish guidelines for the billing of consumer accounts and the payments of electric statements.

III. POLICY:

All consumers shall be billed monthly. The kilowatt hours used are computed by deducting the previous month's reading from the present month's reading and the bill is then calculated by computer. Electrical statements will be prepared and mailed within three (3) days following the reading of the meters for each cycle.

Electric service bills shall be due and payable when rendered. All bills remaining unpaid after the "due date" shall be classed as "delinquent" and are subject to a $5 or 5% penalty whichever is greater. If the bill remains unpaid, the next bill received will have the current bill and a Disconnection Notice which states that service is subject to disconnection and that no further notice will be given. If bill still remains unpaid, service shall be disconnected when the meter is read again.

Payments of electric statements may be made by mail, credit card, on line at www.rayleemc.com or in person at any of the Cooperative offices or collection points. Failure to receive electric statements does not release the consumer from payment obligation.

Fred A. McWhorter

Fred McWhorter, President

Effective Date: 08/19/2010
Revised Date: 03/018/2021

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA

BOARD POLICY NO. 324

I. SUBJECT: DISCONNECTION AND RECONNECTION FEES

II. REASON:
The purpose of this policy is to establish guidelines by which the Cooperative will disconnect electric service and by which the Cooperative will reconnect these services.

III. POLICY:
All consumers whose service has been disconnected for failure to pay their electric bill in accordance with the provisions of Policy 323 shall be required to pay the past due account, a collection charge, plus a reconnection fee prior to reconnecting. Normally, reconnecting shall be made only during regular working hours; however, for an increased reconnection fee, service will be restored after office hours . The amount of such fees shall be determined from the deposit fee and charge schedule.

Other Reasons for Disconnection or Reconnection

A. Service shall be disconnected immediately and without notice for the following reasons:

1. Discovery of meter tampering
2. Diversion of electric current
3. Use of power for unlawful reasons
4. Discovery of a condition determined by the Cooperative to be hazardous
5. Refusal of access to consumer's meter or if access to the meter is obstructed or hazardous
6. For repairs, emergency operations, unavoidable shortages or interruptions in the Cooperative's supply source

B. Electric service will be reconnected in the preceding cases under the following conditions:

1. Correction of infraction
2. Payment of un-metered current in meter tampering cases
3. Payment of applicable reconnecting fee
4. Payment of meter tampering service charge in case of A1 or A2 of the preceding section, plus security deposit
5. Member must agree to comply with reasonable requirements to protect Cooperative against further infractions

6. Payment of outstanding indebtedness to the Cooperative for all prior electrical service
7. Payment of any damages to Cooperative property

C. Service may be disconnected, but only after notice and reasonable time to effect compliance, for the following reasons:
1. For violation of and/or non-compliance with any applicable state of other local laws, regulations and codes pertaining to electric service
2. For non-compliance with bylaws, rules and regulations of the Cooperative

Electric service disconnected for the preceding reasons will be reconnected upon correction of infractions under the same conditions as if the consumer had requested disconnection.

President

Secretary

Effective Date 04-23-92

Revised Date 03-19-09

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 325

I. SUBJECT: RETURNED CHECKS

II. REASON:

The purpose of this policy is to establish a procedure to govern the Cooperative's processing of returned checks.

III. POLICY:

When a check received in payment of a consumer's account which is not honored by the consumer's bank for any reason not attributable to the Cooperative, a charge as determined by the deposit fee and charge schedule will be added to the consumer's account.

Returned checks will be considered the same as delinquent accounts and the provisions under policy 324 pertaining to collection and disconnection for failure to pay will apply.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA
BOARD POLICY NO. 326

I. SUBJECT: EXTENSION OF CREDIT

II. REASON:

The purpose of this policy is to establish guidelines allowing the Cooperative to deviate from its policy on cut-offs for delinquent accounts under special circumstances.

III. POLICY:

The Cooperative may deviate from its policy on cut-offs for delinquent accounts in accordance with the following standards:

A. When prior to 8:00 a.m. on the date of the scheduled disconnection, the forecasted temperature for the county of the scheduled disconnection is 32 degrees Fahrenheit or less or the forecasted temperature is 99 degrees Fahrenheit or above and to discontinue electric service could jeopardize the welfare of the affected consumer(s); or

B. When the member involved established to the satisfaction of the Cooperative that his failure to pay the bill has resulted from some mistake on the Cooperative's part or some mistake for which the member was not responsible.

C. In all other instances, the cashiers will have the authority to administer an extension of credit for one month at their discretion. If further extension is needed, it will be turned over to the appropriate departmental supervisor.

J.M. Sherrer, President

Effective Date: 05-14-92
Revised Date: 08-20-09

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 327

I. SUBJECT: SENIOR CITIZEN BILLING CYCLE

II. REASON:

The purpose of this policy is to accommodate the Cooperative's senior members and its disabled members who may be on fixed incomes and receiving retirement or social security checks once a month in the payment of their electric bills.

III. POLICY:

A. It is the policy of the Cooperative to make payment of electric bills by senior citizens or disabled members as convenient as possible by establishing special billing cycles for those members.

B. Billing dates for these cycles shall be on or about the first working day and the 15th day of each month.

C. The meter will be read at its normal time as determined by its location.

D. To qualify, a member must be 62 years of age or disabled and provide written documentation that they are receiving a social security or retirement check.

E. Written request must be made by the member to participate.

J.M. Sherrer, President

Effective Date: 4/23/1992
Revised Date: 3/19/2009

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA
BOARD POLICY NUMBER 328

I. SUBJECT: LEVELIZED BILLING or BUDGET BILLING

II. REASON:

The purpose of this policy is to provide a service to the consumer by preventing seasonal fluctuations in electric billing.

III. POLICY:

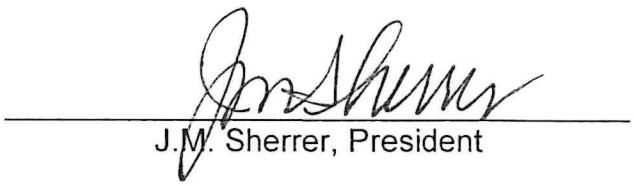
A. Upon written request by the member, the member's account(s) will be billed on the average consumption for the most recent twelve months. Accounts with less than twelve month's history will not be placed on either levelized billing or budget billing until twelve month's history is available.

B. The member's account(s) must be paid up-to-date before signing up for the levelized billing or budget billing service and is subject to being discontinued if the levelized bill or budget bill amount is not paid in full each month.

C. The service is available to residential consumers only and there will be no charge for the service.

D. Levelized billing is re-averaged each month based on the previous twelve months; therefore, the amount due varies each month.

E. Budget billing is a fixed amount each month which does not vary. At the end of the year, the difference between the actual bills and the budget bill amounts will be applied to the following year's budget bill amount when it is calculated. Accounts may be checked once during the year to be sure the difference is not substantial enough to warrant changing the budget bill amount before the end of the year at which time the consumer will be given the option to change in the middle of the year or wait until the end of the year.



J.M. Sherrer, President

Effective Date: 4/23/1992
Revised Date: 8/20/2009

Rayle Electric Membership Corporation
Washington, Georgia
Board Policy Number 329
Member Obligation to Grant Easements & Protect Cooperative Facilities

I. OBJECTIVES:

To implement the provisions of Bylaw Section 1.05(c), and to provide guidance for acquiring easements, right-of-way, right of access to member's premises, and protection of Cooperative property on member's premises.

II. CONTENT:

A. Member to Grant Easements to Cooperative if Required:

Each member, upon being requested to do so by the Cooperative, shall execute and deliver to the Cooperative grants of easement or rights-of-way over or under such real property owned by the member in accordance with such reasonable terms and conditions as the Cooperative shall require, for the furnishing of electric service to the member or other members or for the construction, operation, maintenance or relocation of the Cooperative's electric facilities.

B. Right of Access:

The Cooperative's identified employees shall have the right of safe access, without interference from any hostile source, to the member's premises at all times for the purpose of reading meters, collecting bills, disconnection of service, testing, repairing, removing, maintaining or exchanging any or all equipment and facilities which are the property of the Cooperative.

C. Protection of Cooperative Property on Member Premises:

The member shall protect the equipment and facilities of the Cooperative located on the member's property and shall not interfere with, alter, or permit interference with, or alteration of meters or other property including load management devices except by duly authorized representatives of the Cooperative.

The cost of necessary replacement and repair to correct damage to the property of the Cooperative due to, caused by, or arising from carelessness, neglect, or misuse by unauthorized persons, shall be payable by the member.

III. APPLICABILITY:

This policy applies to all members and services.

IV. RESPONSIBILITY:

The General Manager will be responsible for carrying out the provisions of this policy.

President: Fred A. Mendoza

Effective Date: 9/19/2024

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 330

I. SUBJECT: RIGHT OF ACCESS

II. REASON:

The purpose of this policy is to insure the Cooperative the right of access to its equipment and facilities.

III. POLICY:

Cooperative's identified employees shall have the right of peaceable access to consumer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining or exchanging any or all equipment and facilities which are the property of the Cooperative.

Secretary

Effective Date 4-23-92

Revision Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 331

I. SUBJECT: COOPERATIVE PROPERTY

II. REASON:

The purpose of this policy is to identify the Cooperative's ownership of its property and to insure reimbursement when the consumer damages the Cooperative's property.

III. POLICY:

All meters, service connections, line extensions, and other equipment furnished by the cooperative shall be, and remain, the property of the Cooperative. The consumer shall exercise proper care to protect the property of the Cooperative on his premises and in the event of loss or damage to the Cooperative's property arising from neglect of the consumer to care for same, the cost of necessary repairs or replacement shall be paid by the consumer.

No person or organization shall install or attach any wire, sign, or other material or equipment to any of the Cooperative's poles, conductors or other fixtures.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 333

I. SUBJECT: OFFICE AND SERVICE HOURS

II. REASON:

The purpose of this policy is to establish the cooperative's regular business hours.

III. POLICY:

The Cooperative's Headquarters Office is in Washington, Georgia. District Offices are located in the cities of Greensboro and Lexington, Georgia.

All offices are open for business between the hours of:

8:00 a.m. until 5:00 p.m. Monday through Friday except on holidays as specified by the Board.

Routine and regular service work shall be performed during the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday only, except that no routine and regular service will be performed on holidays observed during this period.

Emergency service work is performed 24 hours a day, seven days a week.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 334

I. SUBJECT: LINE AND FACILITIES RELOCATION

II. REASON:

The purpose of this policy is to establish guidelines for the relocation of the Cooperative's facilities.

III. POLICY:

The Cooperative will cooperate with all political subdivision in the construction, improvement or rehabilitation of public streets and highways. It is expected that these political subdivision will submit to the Cooperative an engineering plan of the proposed construction and will give reasonable notice to permit the Cooperative to relocate its lines to permit the necessary construction. j The Cooperative will cooperate with the political subdivision when the proposed road construction is being considered in order that both can work out the relocation of the Cooperative' facilities to the mutual benefit of both parties.

If the Cooperative's poles, anchors, or other appurtenances are located within the confines of the public right-of-way, the Cooperative shall make the necessary relocation at its own expense; if the Cooperative's poles, anchors and other appurtenances are located on private property, the political subdivision shall then agree to reimburse the Cooperative for any cost involved in relocating its facilities unless one or more of the following conditions are met:

1. The relocation is made for the convenience of the Cooperative.

2. The relocation will result in substantial improvement in the Cooperative's facilities or their location.

3. That the relocation is associated with other regularly scheduled conversion or other construction work and can be done at the same time.

When the Cooperative is requested to relocate its facilities for other than road improvements, any cost involved will be paid for by the firm, person or persons requesting the relocation unless one or more of the above conditions are met.

Secretary

Effective Date 4-23-92

Revision Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 335

I. SUBJECT: RETIREMENT OF IDLE SERVICES

II. REASON:

The purpose of this policy is to insure that the Cooperative will retire idle services when they are no longer of benefit.

III. POLICY:

Idle services shall be retired in cases where such services have not been active for a period of at least twelve (12) consecutive months and when it is obvious that service will not be needed in the foreseeable future.

Such retirement shall be accomplished in a manner which will maintain labor and transportation costs at a minimum.

No service shall be retired when there is a possibility that such retirement will have an adverse effect on the territorial integrity of the Cooperative.

James McGinty
Secretary

Effective Date 4/23/92

Revised Date 4/23/92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 336

I. SUBJECT: NO PREJUDICE OF RIGHTS

II. REASON:

The purpose of this policy is to inform all interested parties that if the Cooperative fails to enforce any of its Service Rules and Regulations it will not be viewed as a forfeiture of its right to do so.

III. POLICY:

The failure by the Cooperative to enforce any of the terms of these Service Rules and Regulations shall not be deemed as a waiver of the Cooperative's right to do so.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 337

I. SUBJECT: SERVICE AREA

II. REASON:

The purpose of this policy is to establish a means by which the Cooperative's service area is determined.

III. POLICY:

This Cooperative will abide by the Georgia Territorial Electric Service Act in regards to the service area assigned. If at any time mutual agreement of the Service area cannot be reached between this cooperative and any other electrical supplier, the Public Service Commission will be asked to act as the mediator.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 338

I. SUBJECT: METER TAMPERING AND POWER DIVERSION

II. REASON:

A. To outline the policy and procedures relating to the prevention, detection, investigation, and prosecution of power theft. The specific objectives of the policy are to:

1. Prevent consumers from engaging in power theft.

2. Detect consumers who are stealing power.

3. Recover revenues from consumers caught stealing.

4. File criminal charges against consumers when warranted.

5. Pursue consumers for the amount of loss and other appropriate charges through the civil courts when needed.

B. The primary objective of the policy is the detection of power theft and the recovery of revenues. However, the Cooperative will refer cases for appropriate legal action when necessary.

DEFINITIONS:

A. Consumer. Any residential, business, industrial, or other user who receives electricity from this Cooperative.

B. Cooperative. The legal distributor of electric utility service in the defined service area.

C. Meter. The device, including attachments, used to monitor the amount of electricity provided by the Cooperative and received by the consumer.

D. Theft of Electricity (Utility Theft). Any attempt or action which prevents the meter from correctly registering the amount of electricity used by the consumer.

E. Power Diversion. A form of utility theft that includes any method used to divert electricity from registering on the meter.

F. Meter Tampering. Any tampering which directly or indirectly results in, or could result in, the theft of electricity. This includes damage to the meter seal and other locking devices.

III. POLICY:

A. The Cooperative recognizes that the theft of utility services is:

1. A crime punishable by State law, official Code of Georgia 16-7-25.

2. A contributing factor to higher utility rates.

3. A dangerous practice that can result in property damage and/or loss of life.

B. The Cooperative is committed to combating this problem using every available means and to recovering lost revenues when a theft is detected.

C. The Cooperative further acknowledges that repeat offenders and others who blatantly engage in power theft will be referred to the utility attorney for civil action and/or to the prosecuting attorney for criminal prosecution.

D. The accounts on which the Cooperative detects power diversion or metering tampering occurring will be disconnected permanently until the following fees are paid:

1. A power diversion or meter tampering fee, from the deposit fee and charge schedule.

2. In the event the consumer tampers with the metering equipment and the Cooperative must send the equipment to be checked or repaired, a fee will be accessed.

3. A fee covering the estimated amount of electricity that was diverted.

GENERAL ACTIVITIES AND PROCEDURES:

A. Prevention. The Cooperative will take the necessary steps to insure that the integrity of the distribution system is maintained and that all meters are properly sealed or locked.

B. Detection. Cooperative employees will be trained to detect possible cases of power theft while they are performing their normal duties.

1. Indications of theft. If an employee witnesses an indication of a theft, a broken seal, he will replace the seal and report the name, location and date to the cashier who will record this information on a current diversion report. If the seal is found broken a second time, he will report the condition to the dispatcher or to his supervisor and resume his normal duties unless directed otherwise.

2. Obvious theft. If the employee witnesses an obvious theft such as the meter inverted in the socket, jumping of a meter base, the attachment to any existing service entrance or service cable, altering or bypassing registration of the electric meter, he will notify the dispatcher or his supervisor and resume his normal duties unless directed otherwise. All contact with the consumer at the location should be avoided. A meter tampering fee from the deposit, fee and charge schedule will be assessed.

3. Dangerous situation. If the obvious theft includes a dangerous situation such as an open meter face or exposed wiring, the employee will notify the dispatcher or supervisor and return to the location of the meter until the investigator arrives. all other persons will be warned that a dangerous condition exists and they are not to approach the meter, the employee will explain that a dangerous situation exists but will not attempt to physically restrain the consumer. a meter tampering fee from the deposit, fee and charge schedule will be assessed.

C. Investigation. Investigations will be conducted by assigned employees. All investigations will be conducted in a legal manner and the rights of the consumer shall be respected at all times. The investigator may be supported by other departments and employees according to the needs of the investigation.

D. Prosecution. If the consumer refuses to reimburse the utility for the amount of loss, the case will be referred to the Cooperative attorney for appropriate collection and/or legal action. The Cooperative reserves the right to make decisions on criminal and/or civil prosecution on a case by case basis.

Secretary

Effective Date 4-23-92

Revision Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 340

I. SUBJECT: REFUND OF FEES AND DEPOSITS

II. REASON:

The purpose of this policy is to establish guidelines for refunding fees and deposits paid to the Cooperative.

III. POLICY:

A. The membership fee and security deposit shall be refunded without interest upon termination of service, in compliance with Service Rule 303, less any amount the consumer may owe the Cooperative.

B. No refunds shall be made to the consumer for an amount less than $1 and no final bill due the Cooperative will be mailed to the consumer for an amount less than $1.

Secretary

Effective Date 4-23-92

Revised Date 4-23-92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 341

I. SUBJECT: "CONTRIBUTION IN AID OF CONSTRUCTION"

II. REASON:

The purpose of this policy is to establish a policy by which the Cooperative will administer "Contribution in Aid of Construction" on overhead and underground line extensions.

III. POLICY:

Major developments (both residential and commercial) tend to place an unplanned financial burden on the Cooperative. It is necessary for the Cooperative to require a "Contribution in Aid of Construction" from the consumer/developer(s) to insure the economic integrity of Rayle EMC. This contribution will be applied toward the related costs created by the project.

Related costs include, but are not limited to, engineering costs, right-of-way procurement, additional costs in providing underground service, three phase service, backup service, outdoor lighting and extension of line charges.

The amount of contribution required will be specified in a contract and must be paid before construction begins. The "Contribution in Aid of Construction" is non-refundable.

Pre-payment of contribution in aid of construction for a permanent residence may be put on the consumer's bill not to exceed sixty (60) days, and must be included in the contract.



Secretary

Effective Date April 20, 1995

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 342

I. SUBJECT: DEVELOPMENT DEPOSITS

II. REASON:

The purpose of this policy is to establish a policy by which the Cooperative will administer Development Deposits.

III. POLICY:

Development Deposits may be required to insure the Cooperative's "return of investment" in a timely fashion. These development deposits will be accepted and used by Rayle EMC as needed to construct the associated electrical system. The development deposit will be refunded proportionately as the project is completed.

1. This provision particularly addresses the completion of a planned multi-unit subdivision but may be applied to any other project as deemed appropriate by Rayle EMC management.

2. The development deposit amount required, determination of project completion, time frame of project and method of refund will be specified in a contract before construction begins. Payment of the development deposit and acceptance of this contract must be received before construction begins.

3. The development deposit amount will be sufficient to cover all projected associated costs borne by the Cooperative from the implementation to completion of the project.

4. At the end of the contracted time frame any remaining development deposit will be forfeited to Rayle EMC and applied to defer unrecovered investment. The contracted period of time will generally be for five years. No contract will be issued for a period greater than ten years.

Secretary

Effective Date 5/14/92

Revised Date 5/14/92

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 343

I. SUBJECT: "Service to Poultry Houses and Dairies"

II. REASON:

The purpose of this policy is to establish a policy by which the Cooperative will administer "Contribution in Aid of Construction" on overhead and underground line extensions to serve Poultry Houses and Dairies

III. POLICY:

Construction to certain Agriculture facilities tends to place an unplanned financial burden on the Cooperative. It is necessary for the Cooperative to require a "Contribution in Aid of Construction" from the consumer/developer(s) to insure the economic integrity of Rayle EMC. This contribution will be applied toward the related costs created by the project.

Related costs include, but are not limited to, engineering costs, right-of-way procurement, and additional costs in providing underground service, three phase service, backup service, outdoor lighting and extension of line charges.

In the calculation of the required aid-to-construction for overhead construction to serve poultry houses or dairies, consideration will be given to the annual load factor and expected revenue per meter. Overhead construction costs may be deferred up to the expected annual revenue of each metered account. Underground construction required by the owner's facility supplier (e.g. poultry supplier, feed supplier) will be allowed up to 450 feet. All underground construction in excess of the allowed 450 feet will require an aid-to-construction payment for the difference between actual overhead and underground costs to serve the facility.

The amount of contribution required will be specified in a contract and must be paid before construction begins. The "Contribution in Aid of Construction" is non-refundable.

Secretary

Effective Date 9-15-2005

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 344

I. SUBJECT: INCORRECT BILLING

II. REASON:

The purpose of this policy is to establish rules for reconciliation in cases where accounts are billed incorrectly.

III. POLICY:

Accounts billed in error, due to rate assignment, wrong multiple applied to the meter reading, mechanical equipment failure other than meters, billing errors, or human errors will be re-calculated as nearly as possible to reflect the correct usage. Any errors associated with the incorrect operation of meters will be handled in accordance with the provisions of Policy 322. When estimates are necessary, the corrected bill amount will be based on estimated consumption, using the consumer's previous billing history, if available. Consideration also will be given to consumption in similar periods of other years, comparative usage and sizes of connected loads of similar accounts, and any other relevant facts.

If the corrected bill amount is more than the consumer has been billed, the under-billing will be due the Cooperative. Where under-billing occurred over a period longer than 24 months, the under-billing collected by the Cooperative shall be limited to 24 months. Collection of the under-billing shall be by lump sum payment or monthly installments the period of which shall not exceed 24 months. When circumstances surrounding the under-billing warrant such action, management may extend the under-billing and/or installment period.

If the corrected bill amount is less than the consumer has been billed, the Cooperative will repay the consumer the over-billed amount. Where over-billing occurred over a period longer than 24 months, the over-billing paid by the Cooperative shall be limited to 24 months. Payments that equal $7,500 or less shall be paid by lump sum. Payments over $7,500 shall be negotiated by the two parties.

The consumer bears responsibility to give notice (at any office of the Cooperative) of any concerns of evidence that their billing information or amounts may be improper.

J.M. Sherrer, President

Effective Date: 01/01/2009
Revised Date: 03/19/2009

RAYLE ELECTRIC MEMBERSHIP CORPORATION
WASHINGTON, GEORGIA

POLICY NO. 345

SUBJECT: IDENTITY THEFT PREVENTION

I. OBJECTIVE

A. The purpose of this policy is to establish an identity theft prevention program (Identity Theft Prevention Program) which establishes and implements standards of care and procedures to enable the detection, prevention and mitigation of identity theft in connection with the Corporation's accounts which are subject to this policy.

B. To establish procedures for identifying and responding appropriately to the occurrence of risk factors called "Red Flags" in order to detect, prevent and mitigate identity theft in connection with the Corporation's new and existing customer accounts that are used primarily for personal purposes or for a sole proprietor's small business purposes.

C. To establish procedures for responding appropriately to the receipt of a notice of address discrepancy from a Consumer Reporting Agency.

D. To provide for staff training and periodic review and updating of the Identity Theft Prevention Program.

E. To provide for oversight, implementation and administration of the Identity Theft Prevention Program by the Corporation's senior management.

F. To identify the proper purposes for which customer consumer reports, or credit information obtained from Consumer Reporting Agencies, may be used by the Corporation.

II. CONTENT

A. DEFINITIONS

1. **"Consumer Report"** is defined as any written, oral or other communication of any information by a consumer reporting agency bearing on a consumer's credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics or mode of living which will be used at least partly to determine the consumer's eligibility to receive and pay for services. Consumer Reports are commonly known as credit reports.

2. **"Consumer Reporting Agency"** (CRA) is defined as any person which, regularly engages in assembling or

evaluating consumer credit information or other information on consumers for the purpose of furnishing consumer reports to third parties. For example, Equifax if a CRA.

3. **"Covered Account"** means a utility account primarily for personal, family or household purposes and a utility account primarily for a sole proprietor's small business purposes where there is a reasonably foreseeable risk to the sole proprietor of identity theft.

4. **"Red Flags"** as used herein are patterns, practices or specific activities that taken together or alone, indicate the possible occurrence of identity theft, including the following:

    a. Alerts, notifications or other warnings received from CRAs or other service providers, such as fraud detection services, which include:

        i. Fraud or active duty alert;
        ii. Credit freeze notice; or
        iii. Address discrepancy notice informing of a substantial difference between the address provided by the consumer and the address on file with the CRA.

    b. The presentation of suspicious documents. For example:

        i. The application or identification documents appear to be altered or forged;
        ii. The photograph or physical description on the identification is not consistent with the appearance of the applicant or customer;
        iii. The documents are inconsistent with information provided by the customer; or
        iv. The documents are inconsistent with readily accessible information on file with the Corporation.

    c. The presentation of suspicious personal identifying information, such as when:

        i. The personal identifying information is inconsistent when compared to other information on file with the Corporation, from the customer, or from external

viii. For a U. S. person, a taxpayer identification number;

ix. For a non-U.S. person, one or more of the following:

1. Taxpayer identification number; passport number and country of issuance;
2. Alien identification card number; or
3. Number and country of issuance of any other government-issued document evidencing nationality or residence and bearing a photograph or similar safeguard.

2. New Accounts

a. When opening new Covered Accounts and performing other functions regarding Covered Accounts including but not limited to address and billing changes, the identity of the applicant or customer shall be verified to the extent reasonable and practicable under the circumstances.

b. The corporation should not open a new Covered Account if there is a fraud or active duty alert for the applicant or customer unless the Corporation gathers additional information sufficient to form a reasonable belief that the user knows the identity of the applicant or customer making the request.

c. If one or more Red Flags are detected during the application process for a Covered Account, while servicing a Covered Account, or otherwise, the staff member shall notify their supervisor or General Manager or other designated staff member.

3. Existing Accounts

a. When servicing existing Covered Accounts, such as processing change of address requests, staff shall authenticate the identity of the customer as well as verify the change of address or other information on the account.

b. The Corporation should not open a new Covered Account or make material changes to an existing Covered Account if there is a fraud or active duty alert for the applicant or

information sources (*e.g.*, address discrepancies, an un-issued Social Security Number (SSN), or the date of birth does not match the corresponding SSN range).

ii. The customer fails to provide all required personal information on an application or in response to notification that the application is incomplete.

d. The unusual use of, or other suspicious activity related to, a Covered Account, such as:

i. With a new Covered Account, the customer fails to make the first payment or makes an initial payment but no subsequent payments.

ii. A customer with a Covered Account notifies the Corporation that he or she is not receiving paper account statements.

iii. The Corporation is notified of unauthorized services in connection with a customer's Covered Account.

e. Notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with Covered Accounts held by the Corporation.

B. DUTIES TO DETECT, PREVENT AND MITIGATE

1. General

a. All employees that have access to information in a Covered account shall be trained to detect, and respond to, Red Flags.

b. Means of identity verification shall include:

i. Applicant's full name;
ii. Mailing address;
iii. Street address;
iv. Phone number;
v. Government issued photo identification;
vi. Passwords (whether assigned by the Corporation or user-defined:
vii. For an individual, date of birth;

customer unless the Corporation gathers additional information sufficient to form a reasonable belief that the user knows the identity of the applicant or customer making the request.

c. If one or more Red Flags are detected while servicing a Covered Account, or otherwise, the staff member shall notify their supervisor or General Manager or other designated staff member.

d. The Corporation will flag or mark Covered Accounts that are to be monitored so that any reviewer (*e.g.* Customer Service Representative, hereinafter "CSR") servicing the account can be aware of the previous Red Flags or other concerns.

4. Supervisor Actions

a. Employees who are notified of a Red Flag shall evaluate the degree of risk posed by the particular Red Flag(s).

b. In determining an appropriate response, any aggravating factors, such as additional known Red Flags increasing the risk of identity theft should be considered.

c. Appropriate responses to a Red Flag may include the following:

i. Monitoring the Covered Account for evidence of identity theft;
   A. The Corporation will mark accounts in such a manner so as to make it known to the CSR or other employee reviewing this account of any previous Red Flag Concerns.
ii. Contacting the Customer;
iii. Changing any passwords, security codes, or other security devices that permit access to the Covered Account;
iv. Reopening the Covered Account with a new account number;
v. Not opening a new Covered Account;
vi. Closing an existing Covered Account;
vii. Not attempting to collect on a Covered Account or not referring a Covered Account to a debt collector;
viii. Notifying law enforcement; or
ix. Determining that no response is warranted under the particular circumstances.

5. Record Management

a. The Corporation shall maintain records of the information used to verify the applicant's identity, including name, address and other identifying information as applicable and used by the Corporation to identify a person's identity.

b. If a governmental agency provides the Corporation with a list of known or suspected terrorists, the Corporation shall consult such list to determine whether the applicant appears on such list.

C. SERVICE PROVIDERS

1. If the Corporation engages a service provider to perform an activity in connection with one or more Covered Accounts, the Corporation shall take steps to ensure that such activity is conducted according to reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft.

2. Where appropriate, the Corporation shall require by contract that service providers have policies and procedures to detect relevant Red Flags that may arise during performance of the services, and to either report the occurrence of the Red Flags to the Corporation or to take appropriate steps to prevent or mitigate identity theft.

D. CONSUMER REPORTS

1. Use of Consumer Reports. Consumer Reports shall be used only in connection with the extension of credit, the extension of or provision of services to a customer, to review an account to determine if the customer meets the terms of the account and for such other legitimate corporate purposes as may be approved by corporate senior management.

2. Notice of Adverse Actions. If the Corporation takes an adverse action based on a Consumer Report, then the Corporation shall provide written notice either via U.S. Mail or electronic notice (*e.g.* email) to the applicant, which shall include notice of the adverse action; the name, address and toll-free telephone

number of the CRA that provided such report; a statement that the CRA did not make the decision to take adverse action and is unable to provide the consumer with specific reasons why the action was taken; and notice of the consumer's right to obtain a free copy of such report from the CRA within 60 days and to dispute the accuracy or completeness of such report, as required by applicable federal Consumer Credit Protection laws (15 U.S.C.A. §§ 1681m and 1681j).

3. Notice of Address Discrepancy

a. If the Corporation receives a notice of address discrepancy from a CRA, the Corporation must reasonably confirm the identity and address of the applicant.

b. The employee receiving the notice of address discrepancy shall report the notice to their supervisor or the General Manager or other designated staff member.

c. Employees who are notified of the notice of address discrepancy shall take reasonable steps to verify the identity of the applicant by verifying the information provided by the CRA with the consumer or comparing other information maintained by the co-op about the consumer (*e.g.*, change of address notification, account records, service application, etc.).

d. If the Corporation obtains adequate confirmation to form a reasonable belief that the applicant is the same person listed in the notice of address discrepancy (Consumer Report), then the Corporation shall document how it resolved the address discrepancy and may proceed to open the account or to take the requested action.

e. If the Corporation is unable to form such a reasonable belief regarding the identity of the applicant, then the Corporation shall respond appropriately under the circumstances, such as not opening an account for the applicant, closing an existing account, or taking other actions as determined appropriate based on the circumstances.

E. FURNISHING INFORMATION

1. When furnishing information to a CRA, the Corporation shall: report accurate information; correct and update incomplete or inaccurate information; report accounts closed voluntarily by the consumer; and report delinquent accounts that have been placed for collection, charged to profit or loss or subject to a similar action.

2. The Corporation shall not furnish information to a CRA if the furnisher has reasonable cause to believe such information is inaccurate.

F. UPDATE AND COMPLIANCE REPORTS

1. The Identity Theft Prevention Program and the defined Red Flags should be reviewed and updated periodically based upon the following:

   a. Experiences of the Corporation with identity theft;
   b. Changes in methods of identity theft;
   c. Changes in methods to detect, prevent, and mitigate identity theft;
   d. Changes in types of accounts that the Corporation offers or maintains; and
   e. Changes in the Corporation's business arrangements which would impact the Identity Theft Prevention Program, such as service provider arrangements.

2. Staff responsible for implementation of the Identity Theft Prevention Program shall provide compliance reports at least annually to the General Manager regarding the Corporation's compliance with applicable law.

3. The General Manager shall review the compliance reports and take appropriate action if required. The General Manager may delegate this review responsibility to a senior management official.

4. Compliance reports should address material matters related to the Identity Theft Prevention Program and evaluate issues such as:

   a. The effectiveness of the Corporation's policies and procedures;
   b. Service provider arrangements;
   c. Significant incidents involving identity theft and management's response; and
   d. Recommendations for material changes to the Identity Theft Prevention Program.

G. SOCIAL SECURITY NUMBERS

1. The Corporation may require a Social Security Number to establish or terminate an account, to contract for services, or to confirm the accuracy of a Social Security Number on file.

2. The Corporation may use Social Security Numbers for internal administrative or verification purposes.

III. RESPONSIBILITY

A. The General Manager or other senior management official designated by the General Manager shall be responsible for implementation, administration and review of the Identity Theft Prevention Program.

B. The General Manager may suggest changes to the Identity Theft Prevention Program and guidelines, as necessary to address changing identity theft risks, for the Board's review and consideration.

C. The General Manager or other senior management official designated by the General Manager may assign the specific responsibility of implementation to members of the staff of the Corporation.

D. The General Manager or other senior management official designated by the General Manager shall oversee applicable service provider arrangements and staff training as necessary to facilitate effective implementation and oversight of service providers.

ADOPTED: 1/16/2009 EFFECTIVE 1/16/2009

PRESIDENT: _____

SECRETARY: _____

RAYLE ELECTRIC MEMBERSHIP CORPORATION

WASHINGTON, GEORGIA

BOARD POLICY NO. 346

I. SUBJECT: DISTRIBUTED GENERATION / INTERCONNECTION POLICIES

II. REASON:

The purpose of these policies is to establish guidelines, an application process, and a contractual agreement by which the Cooperative will provide for interconnection of renewable energy sources of 10 MW or less to its distribution system.

III. POLICIES:

The Following pages contain:

a. Rayle EMC Distributed Generation Guidelines Manual for Members (<100 kW)
b. Rayle EMC Application for Operation of Residential / Commercial Customer Owned Generation
c. Agreement for Interconnection of Distributed Generation
d. Rayle EMC Distributed Generation Guidelines Manual for Members (>100 kW)
e. Rayle EMC Application for Operation of Commercial Customer Owned Generation (>100 kW)

Fred A. McWhorter, President

Effective Date: 08/24/2009
Revised Date: 01/17/2019