

**CLAVERACK RURAL ELECTRIC COOPERATIVE, INC.  
WYSOX, PENNSYLVANIA 18854**

**Policy Bulletin B-18**

**SUBJECT: Member's Responsibility**

**POLICY:**

When service is made available by the Cooperative, the member shall assume full responsibility for abiding by all rules and regulations, bylaws and other policies which are or may be established by the board.

The Cooperative will use reasonable diligence to maintain uninterrupted service, but does not guarantee a constant or regular supply of electrical energy and shall not be liable for damage due to variations or cessation in such supply. The Cooperative may interrupt service to any member or members for the protection of life or property, to make repairs, changes or improvements in any part of its system for the general good of the service or safety of the public, or when in Cooperative's sole judgment such interruption will prevent or alleviate an emergency threatening the integrity of its system, or will aid in the restoration of service.

When circumstances allow and warrant it, as determined by the Cooperative, the Cooperative will give reasonable notice of any contemplated suspension of service. Should service be interrupted for any of the above reasons, or should service fail by reason of any accident, strike, legal process, governmental interference, or any cause whatsoever beyond its control, the Cooperative shall not be liable for damages, direct or consequential, resulting therefrom.

**RESPONSIBILITY:** President & CEO or Delegate

**PROCEDURE:**

Service Available - Service shall be deemed available upon completion of the construction of the line and the installation of the transformer by the Cooperative, the completion and approval of the member's wiring installation by a recognized electrical inspection agency, and the connection and energization of these facilities at the point of delivery. In the event of failure of the member to accept or continue to use service, the Cooperative may, after the line has been completed or not used for a period of six months, remove the material and equipment, which has been installed to serve such member. If such member desires service at a later date, the Cooperative shall require payment of the costs of removing and reinstalling such material and equipment.

Point of Delivery - The Cooperative will construct and maintain the facilities required to provide service to the point of delivery. The point of delivery is that point on the member's premises, or other agreed point, where the Cooperative connects its electric equipment or service conductors to the member's service conductors or equipment. All equipment and conductors on the load side shall belong to and be the responsibility of the consumer, except meters and metering equipment and any other equipment provided by the Cooperative. The Cooperative will designate the locations of all metering equipment and points of delivery.

Member's Liability - The member shall indemnify, save, hold harmless and defend the Cooperative against all claims, demands, cost of expense for loss, damage or injury to persons or property in any manner directly or indirectly arising from connected with, or growing out of, the transmission or use of electrical current at or on the member's side of the point of delivery.

Hazardous Conditions - Hazardous conditions or the improper use of member-owned equipment may result in immediate disconnection or disconnection after member notification and failure to correct the identified hazard.

Damages - It shall be the member's responsibility to pay for damages to co-op equipment and the labor and materials to repair it, as well as applicable service charges and legal fees.

Vandalism - Vandalism involving any Cooperative property or equipment should be immediately reported to the Cooperative office.

Member's Wiring and Equipment - Because of the risk of damage to property and the possibility of fire or personal injury resulting from improper wiring and manner of attachment or use and maintenance of electric appliances, fixtures and apparatus, it is advisable that the member and/or owner of property allow no one except qualified electricians to install or make any change, alteration, addition or repair to any part of the installation.

Equipment owned by the Cooperative on the member's premises has a specific capacity, and, for this reason, it shall be the responsibility of the member to notify the Cooperative before any change is made in the load characteristics or change of purpose or location of his/her installation. Changes in member-owned wiring may require an electrical inspection.

Failure to give such notice may render the member liable for any damage to meters or accessories, transformers, wires or other equipment of the Cooperative, caused by the additional or changed installation.

The Cooperative shall have the right to disconnect service to any member without notice upon determining that the member has installed equipment or has caused a situation that adversely affects the Cooperative's ability to provide normal service to its other members and further, the service shall not be reconnected until the Cooperative is satisfied that the condition has been properly alleviated.

If a member's service has been disconnected for longer than one year, the service must be inspected by a recognized inspection agency before it will be reconnected and energized.

Resale of Energy - All purchased electric service on the premises of the member shall be supplied exclusively by the Cooperative and the member shall not directly or indirectly sell, sublet, assign or otherwise dispose of the electrical energy, or any part thereof, without the consent of the Cooperative.

Forms - It shall be the member's responsibility to see that all necessary forms are properly executed and necessary fees paid in connection with his/her request for electric service. These forms may include, but are not limited to, membership application, easement(s) and tax exemption forms, if applicable. The member shall be required to secure easements from other individuals if it is necessary for the Cooperative to cross other properties in order to provide service to the member.

Termination of Service - Members who wish to discontinue service must give at least three regular working days notice to that effect. Notice to discontinue service prior to expiration of the contract term will not relieve the member from any minimum or guaranteed payment under any contract or rate.

Bill Payment - As outlined in Policy Bulletin B-4.

Annual Meeting - The Cooperative bylaws provide that each membership is entitled to one vote at the Cooperative's annual meeting. Therefore, each member has a right and responsibility to attend the annual meeting of the members at which time directors are elected, reports of the previous year are presented and attention is given to any pertinent business which may come before the meeting.

Report Outages and/or Trouble – It is critical that members report service interruption or other hazardous conditions to the cooperative in a timely fashion. In the event that service is interrupted or any hazardous condition is discovered it is the obligation of the member to notify the Cooperative of such condition. Outages or hazardous conditions may be reported by phone. The Cooperatives outage contact phone numbers are printed on monthly electric bills and are available via our website [www.Claverack.com](http://www.Claverack.com). Outages may also be reported via the website or the SmartHub mobile app. It is helpful if the member can provide their map number (which appears on the monthly bill) and verify if their neighbor's service is also affected by the outage.

If the member's electric service fails, they shall first endeavor to determine if they have blown fuses, tripped breakers, or their equipment is at fault before notifying the Cooperative. If a serviceman is dispatched at the member's request, and it is determined that the Cooperative equipment is not at fault, actual costs may be rendered against the member.

Reporting Adverse Right-of-Way Conditions - If at any time the member becomes aware of a condition along the rights-of-way of the Cooperative that warrants attention in order to maintain dependable service, they should immediately notify the Cooperative. Examples of such conditions include: trees leaning or laying against electric lines, leaves being scorched as a result of touching the wires, electrical arcing on a pole or around an electric line, and trees or limbs growing into the wires.