

RIGHTS AND RESPONSIBILITIES OF MEMBERSHIP

Your rights:

- You have a right to receive adequate and dependable electric service.
- You have a right of notice from the cooperative for the following:
 - 1) Meetings of members.
 - 2) Curtailment, disruption, or termination of service.
 - 3) The amount of your investment of the capital in your cooperative in the form of Capital Credits.
- You have the right to your privacy.
- You have the right to share in the refunds of cooperative capital credits based on your investment.
- You have the right to careful and respectful treatment of your property and your person.
- You have a right to voice your complaints and problems.
- You have a right to receive information from the cooperative and to information contained in general books and records of the cooperative with proper purpose.
- You have the right to be heard and to deliberate issues at meetings of the cooperative membership.

Your responsibilities:

- You have a responsibility to make timely payment for electricity and services received from Big Country Electric Cooperative.
- You have a responsibility to use the service provided in accordance with the applicable rules and regulations.
- You are responsible for the safe wiring of your premises.
- You have a responsibility to furnish right-of-way easements.
- You are responsible for assuring safe access to your meter and other facilities for Big Country Electric Cooperative employees and agents.
- You have a responsibility to furnish equity capital.
- You have a responsibility to report power outages.
- You have a responsibility to assure safety by reporting outages and any dangerous situations you observe.
- You have a responsibility to attend meetings of members and to vote for your representative on the board of directors.

MEMBER BILL OF RIGHTS
YOUR RIGHTS AS A MEMBER OF
BIG COUNTRY ELECTRIC COOPERATIVE

I. RATE AND SERVICE INFORMATION:

COOPERATIVE OFFICES AND BUSINESS HOURS:

Roby Office: 1010 West South 1st Street, P.O. Box 518, Roby, Texas 79543, 8:00 a.m. to 5:00 p.m.

Telephone number: (325) 776-2244, 1-888-662-2232

Stamford Branch Office: 225 West McHarg Street, P.O. Box 1147, Stamford, Texas 79553, 8:00 a.m. to 5:00 p.m.

Telephone number: (325) 773-3684, 1-888-772-3684

Snyder Branch Office: 2100 College Avenue, P.O. Box 1249, Snyder, Texas 79549, 8:00 a.m. to 5:00 p.m.

Telephone number: (325) 573-3161

Visit our website at <http://www.bigcountry.coop>

You may, either by phone or by personal visit to the cooperative's business offices, request copies of any portion of the cooperative's rate and service tariffs and rules as filed with the Public Utility Commission of Texas. A nominal reproduction charge will be made for each copy and postage will be added if the copies are mailed.

II. METER TESTING:

As provided by the Rules of the Public Utility Commission you may request a test of your electric meter if you believe that the meter is not accurately reflecting your actual electric consumption. This test will be made at no charge to you provided that the meter has not been tested during the previous four years. In the event that you request a test more often than four years and the meter is not defective, you will be required to pay a charge of not more than \$15 for a residential customer.

III. OUTSTANDING BILLS:

Under the tariff of this cooperative as filed with the Public Utility Commission of Texas, you have twenty-six (26) days from the date of the bill to pay an outstanding bill.

IV. GROUNDS FOR DISCONNECTION OF SERVICE:

Your electric service may be discontinued after proper notice for the following reasons:

- Failure to pay an outstanding bill within twenty-six (26) days of issuance.
 - Failure to pay a delinquent account or meet the terms of a deferred payment plan.
 - Violation of the cooperative's rules for the use of service in such a manner that interferes with the service of others or the operation of non-standard equipment, provided that the cooperative will make every attempt to notify you of the problem and allow you to remedy the situation.
 - Failure to comply with the cooperative's deposit and guarantee requirements.
- The cooperative may also disconnect service at once and without notice where a dangerous condition exists and such disconnection shall remain in effect so long as the condition exists. Disconnection without notice may also be made when service is connected without authority by a person who has not made application for service or who has reconnected service without authority following disconnection of service for nonpayment. In instances of tampering with the cooperative's meter or equipment, bypassing same, or other instances of diversion service may be disconnected immediately.

The cooperative will either mail or personally deliver a written notice of disconnection at least ten (10) days prior to the date of disconnection. Disconnection will only occur on those days when cooperative personnel are available to receive payment to prevent disconnection.

If you are seriously ill or will become more seriously ill as a result of disconnection of service, you may have your physician call or contact the cooperative within sixteen (16) days of the issuance of the bill concerning your condition. The physician must provide a confirmation letter to the cooperative within twenty-six (26) days from the issuance of the bill unless a lesser period is agreed upon. If you make a request to avoid disconnection under this provision, you must enter into a deferred payment arrangement.

V. SERVICE COMPLAINTS AND BILLING DISPUTES:

If you disagree with the cooperative regarding any aspect of the cooperative's service you may request a supervisory review. If you make such a request, you have five (5) days to participate in the review before the cooperative may disconnect service if the

dispute is one in which the issues may result in such disconnection, provided that notice has been given under standard disconnection procedures. If the billing dispute or complaint is not resolved by such review, you may appeal to the governing authority of the Cooperative, the Board of Directors. You may also file your complaint with the Public Utility Commission of Texas, Office of Consumer Protection, P.O. Box 13326 Austin Texas 78711-3326, (512) 936-7120 or in Texas (toll free) 1-888-782-8477, fax (512) 936-7003, e-mail address: customer@puc.state.tx.us, internet address: www.puc.state.tx.us, TTY (512) 936-7136, and Relay Texas (toll free) 1-800-735-2989 . During the pendency of such appeal or other resolution of a dispute, you may avoid disconnection of service by paying the average of your monthly bill for the past twelve (12) months as determined by the cooperative. In the event the dispute is not resolved within sixty (60) days, you must keep all subsequent bills current.

VI. ALTERNATE PAYMENT PLANS:

As a member of the cooperative, you have a right to request alternate payment plans.

Deferred Payment Plan:

If you have not been delinquent in paying your bill more than two times in the last twelve (12) months and are unable to pay any or all of your bill, you may be qualified for a deferred payment plan. Such plan requires that you keep all subsequent bills current and pay monthly an amount not to exceed one-third of the outstanding amount. You may, but are not required to, sign this agreement and if you do not fulfill the terms of the agreement your service may be disconnected under standard disconnection procedures. Such breach of the agreement voids your right to a deferred payment plan or renegotiation to avoid disconnection. The cooperative is not required to offer this arrangement if you have had service for less than three months.

Individuals seeking a deferred payment plan must appear in person at the cooperative office before such plan will be considered. All payment plans will be in writing, stating the payment amounts and due dates.

VII. SERVICE RECONNECTION:

If your service is interrupted for any of the reasons listed under Sec. IV of the information sheet, you may reestablish service when all outstanding and delinquent bills are paid and when a deposit or other evidence of payment guarantee is provided to the cooperative.

VIII. DEPOSIT POLICY:

You will not be required to pay a deposit for residential service unless you have been delinquent in paying your bill for electric service on more than one occasion in the last twelve (12) months or unless the cooperative has disconnected your service for nonpayment. The deposit is limited to one-sixth of your estimated annual electric bill. Deposits accrue interest at the rate set by the PUC each year and will be credited to your account or paid to you when the deposit is returned. If the deposit is retained for more than one year the Cooperative may make a direct payment of the accrued interest to you.

In lieu of a cash deposit, you may present letters of credit or guarantee. If service is initiated with one of these methods used as security, the letter will be voided and returned after twelve (12) consecutive residential billings if your service has not been disconnected for nonpayment or if you have not been delinquent more than two times. Such voiding is the Cooperative's acknowledgement that you have established satisfactory credit. Similarly, if you have not been disconnected for nonpayment or you have not been delinquent more than two (2) times after twelve (12) consecutive residential billings the Cooperative will automatically refund the deposit plus accrued interest either as cash or credit to your account, providing your account is current.

IX. FINANCIAL ASSISTANCE

The following agencies may be able to assist you if you have trouble making your payment for electric service to the Cooperative:

Anywhere in Texas: Dial 211

Kent, Stonewall, Jones, Throckmorton, Haskell & Knox Counties:

Aspermont Small Business Development Center

P.O. Box 188

Aspermont ,TX 79502-0188; phone 800-722-0137 or 940-989-3538

Nolan, Fisher & Mitchell Counties

West Texas Opportunities, Inc.

Phone- 325-236-9201

Scurry County

West Texas Opportunities, Inc.

PO Box 1037

Snyder, TX 79549-1037; phone 325-573-3068

Borden County:

West Texas Opportunities, Inc.

P.O. Box 1308

Lamesa, TX 79331-1308; phone 806-872-8354

Texas Department of Protective and Regulatory Services

P.O. Box 817

Haskell, TX 79521; phone 800-252-5400

Cancer Services Network

Amanda McKee

PO Box 2026

Abilene, TX 79604; phone 325-672-0040 fax 325-672-6169

X. NONDISCRIMINATION

Your Cooperative provides electric service without discrimination as to members' race, nationality, color, religion, sex, or marital status.

Credit history of a former spouse: Credit history shall be applied equally for a period of twelve (12) months to a spouse or a former spouse who shared the electric service. The credit history maintained by one must be applied equally to the other without additional qualifications not required of the other.

XI. MEDICAL INFORMATION AND SPECIAL SERVICES

During an outage, Big Country Electric Cooperative makes it a priority to restore power to its members who have life-sustaining electric equipment. If you are a member of Big Country Electric Cooperative and have a continuous medical need, notify Big Country Electric Cooperative to update your account information. It is the responsibility of the member to inform the cooperative of their special medical needs. If you are a member of Big Country Electric Cooperative with special, in-house, life-sustaining equipment, contact one of our three office locations. We have a limited supply of generators that can be brought on location for "human" emergency use, if

needed. These generators are available on a first come-first served basis. No utility can guarantee uninterrupted power, so members should always be prepared to move to an alternate location in the event of an extended power outage.

The following telephone number is for the use of deaf persons wishing to obtain further information about their rights under Article No. 23.41 entitled “Customer Service and Protection” Customer Relations: (512) 936-7147 TTY – For the Deaf. You can also e-mail them at relaytx@puc.state.tx.us.

Additional copies of the Consumer Bill of Rights are available upon request by contacting one of the Big Country Electric Cooperative offices.

Copias adicional estan desponibles en una de las tres ofecinas del Big Country Electric Cooperative. Para mas informacion contacte a una de nuestras ofecinas.