

BLACHLY-LANE ELECTRIC COOPERATIVE
Procedure 2505

Section: Member and Consumer Relations

Subject: Member Assistance

I. OBJECTIVE

To assist its members who meet certain requirements and are having difficulty paying their electric bills.

II. PROCEDURE

A. BLEC will contract with a charitable organization to administer the Blachly-Lane Energy Share (BLES) program. The charitable organization may be paid a fee for administering these services, which is to be specified in a written contract.

B. BLEC will notify all members and employees of the opportunity to contribute to the BLES program. Funding will be through pledges added to the member's electric bill, cash contributions, or employee payroll withholding.

C. BLEC will notify all members of the availability of assistance through the BLES program. Through the credit and collection process, individual members may be referred to the administering charity.

D. BLEC will maintain a special bank account exclusively for depositing charitable contributions to the BLES program, to be held for the sole benefit of the Charity and transferred as needed to maintain a minimum balance. Any administration costs of the program will be paid by BLEC, and amounts to fund the program will be forwarded as needed to the administering charity.

E. BLEC will partner with local assistance programs, such as the REACH or LIHEAP Programs, where doing so brings value to BLEC's members.

F. As part of its credit and collection process, BLEC will provide information and phone numbers of Local/Federal/State funded assistance programs to BLEC members.

III. RESPONSIBILITY

The administration of this procedure is the responsibility of the General Manager.

APPROVED by



General Manager