

# 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.

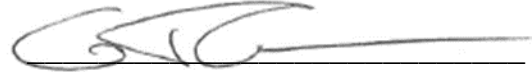
#### II. PROCEDURE

- 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, BLEC employee donation, or employee payroll withholding with employer match.
  - 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. To assist the greatest number of individual members with the available funding, Cooperative management has the discretion to set and change the individual funding amount, frequency of assistance, and annual time period of BLES funding, i.e. Funding period November – March; one-time payment of \$275 annually. The front office will be notified of any changes by memo to be attached to this procedure in the share drive for reference, and the information will be posted on the Blachly-Lane website.
- A. The administering charity will maintain a special bank account exclusively for depositing charitable contributions to the BLES program, to be held for the sole benefit of the BLES program. A copy of the bank statement will be provided to BLEC each month by the administering charity. 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.
  - B. BLEC will partner with local assistance programs, such as LIHEAP, where doing so brings value to BLEC's members.
  - C. 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

FOUNDATION DATE: 30-165, 10-17-00  
DATE LAST AMENDED: 8-5-2020  
REVIEW SCHEDULE: As Needed