

Important Member Information

IN CASE OF TROUBLE, FOLLOW THESE INSTRUCTIONS STEP BY STEP

1. **CHECK** your fuses or multi-breaker on your premises. Check our breakers located below the meter.
2. **CHECK** to see if there is anything unusual about your transformer pole.
3. **CHECK** to see if your neighbors have service.
4. **THEN REPORT OUTAGE PROMPTLY.** Call (641) 664-2277 or (800) 607-2027, day or night.
5. **GIVE AMPLE INFORMATION:** (1) Name; (2) Location number from your billing statement; (3) Nature of trouble; (4) Individual or general outage.

A \$150 fee will be charged to the member for any after hours outage that is a result of tripped breakers or is caused by the member's wiring.

Whether or not you are having trouble, **PLEASE** report broken insulators, broken poles, broken wires, poles about to wash out, trees rubbing against wires, wires sagging badly or touching, tree limbs on wires and any arcing or strange noises on the power lines. Please report by e-mail to customerservice@sie.coop, letter or telephone at (641) 664-2277 or (800) 607-2027.

PLEASE NOTIFY US PROMPTLY IF YOU MOVE: Give name, location number, date you plan to move, new location including location number if possible, and the name of the owner or former occupant. Give name of person who will move to the place you are leaving or date of disconnect if it will not be occupied.

PAYMENT OPTIONS

1. Set account up for ACH. Payment will be deducted from your checking account on the 15th or 20th of each month.
2. Pay online at www.sie.coop or call 800-927-5341 to pay by electronic check or credit card (we accept Visa, MasterCard or Discover).
3. Mail payment to:
Southern Iowa Electric, PO Box 70, Bloomfield, IA 52537-0070.
4. Pay in office during regular business hours. Our office hours are Monday thru Friday from 8:00 a.m. to 4:30 p.m.
5. Put payment in drop box located in parking lot near exit.

**A \$30 fee will be charged for all returned checks and ACH returns.
A returned check may result in disconnection without further notice.**

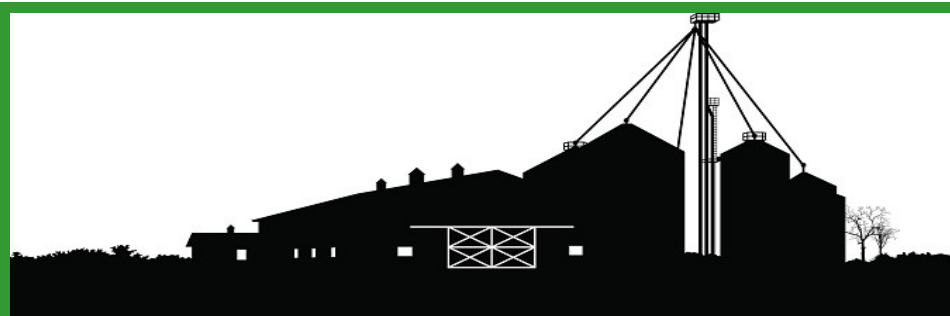
Trees and Vegetation



Trees are very important to the value of your home, the environment and our health, but

the wrong tree in the wrong place can be costly for you and Southern Iowa Electric Cooperative (SIEC).

To download SIEC's planting guide, please go to the **MEMBER INFORMATION** tab & click on **TREE PLANTING**.



Grain Bins

For clearance envelope for grain bins filled by permanently installed augers, conveyors or elevators, please go to the

SAFETY tab & click on **GRAIN BIN CLEARANCE**.

KNOW YOUR REGULATIONS

1. Your bill will be calculated on the 2nd of the month. Electric bills are due and payable by the 20th of each month without penalty. If the current bill is not paid by the 20th you will receive a 1.5% penalty. Bills paid on the 20th shall be considered paid on time.
2. All service lines supplying Member with electric energy, and all meters, switches and other appliances and equipment constructed or installed by the Cooperative in, over, or under the property of the Member shall have the right of ingress or egress to Member's property for the purpose of constructing, operating & maintaining the Cooperative's lines & equipment, including the right to cut, trim or remove trees, shrubbery, or other obstacles necessary to operate and protect the Cooperative's lines and facilities.
3. The Cooperative shall have the right to inspect all wiring on Member's premises at anytime. In the event such inspection indicates that wiring is not in accord with the Cooperative's requirements, Member shall make all necessary changes within a period of time specified by the Cooperative. The Cooperative shall have the right to immediately disconnect service to the location in the event it determines that hazardous conditions exist.
4. A service charge of \$50.00 shall be assessed against consumers in all cases where it is necessary for Cooperative personnel to make a field trip to collect a delinquent electric service bill. A service charge of \$75.00 shall also be assessed for re-connecting service if during regular working hours. If member requests re-connection after regular working hours, the charge is \$225.00.
5. The Cooperative will test a meter at the request of a member. A \$25.00 fee is to be paid to the Cooperative if the test results are within 2% tolerance.
6. When a meter fails to register correctly for any reason, the bill will be adjusted with the member on a basis that will be fair to both parties.
7. When a member requests service disconnected temporarily, the Cooperative shall charge a \$50.00 disconnect fee and a \$75.00 reconnect fee.
8. **CONSUMER'S WIRING STARTS AT THE METER.** All wiring from the meter location to and including the premises is the responsibility of the member owner.
9. The maximum size welder that may be installed on the system is one with 240 amperes output current. If a larger welder is needed, prior arrangements must be made with the Cooperative.
10. **METER DEPOSIT** - The Cooperative reserves the right to require appropriate meter deposit where such deposit is deemed advisable. **At any time the Cooperative may require additional deposit if the consumer's bill is not paid on time.**
11. All new additional wiring on a member's premises must be installed in accordance with National Electric Code requirements. The Cooperative reserves the right to require changes in such wiring if necessary to meet code requirement.
12. In case of new installation or new connections, electric service billing starts on the date the meter is installed and service made available. The service contract provides that consumer-member agrees to continue such service for a period of one (1) year from the date service is made available.
13. One membership entitles the member to have as many services as desired. The person(s) who has their name on the membership is responsible for all bills.
14. In case property of the Cooperative is damaged or destroyed by vandalism, the actual cost of repair or replacement of such property shall be charged to said member.

All fees are subject to change upon the discretion of the Cooperative

Policy for All Distributive Generation (DG)

- **Members use the power they produce from their windmill or solar panels first. (This saves them from paying "retail cost" for those kilowatts used since these are not purchased from SIEC.)**
- **When the member's own generation does not produce enough power (because the wind doesn't blow constantly and the sun does not shine all the time), the member buys power from SIEC and still has a monthly bill.**
- **If the member produces more power than they can use, the power goes out to the grid and Associated Electric (SIEC's power provider) pays the member PURPA avoided cost (wholesale cost).**
- **For each hour the windmill or solar panel produces excess energy going back to the grid, the member will be paid avoided cost for that energy in the form of a bill credit. Members are NOT paid "retail cost" for excess energy, because they do not incur the transmission and distribution cost to keep the electric grid maintained and running...i.e., electric lines, utility poles, equipment, maintenance cost, etc.**

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.