

UDWI MEMBER'S BILL OF RIGHTS

UDWI REMC values its Members, Employees, and Integrity. We seek transparency in all that we do. We as a cooperative have recently created a Members' Bill of Rights as an opportunity to educate our members on what their rights are, as well as give the members something to hold us accountable to. Member satisfaction is of great importance to UDWI, and we will continue to improve in any way that we can.

1

You have the right to safe and reliable utility service provided in a courteous and professional manner.

2

We will work with members to establish their credit in any one of three ways: (1) credit check; (2) credit reference; (3) cash deposit. The Cooperative will fully explain all of these options when establishing service.

3

Any cash deposit will be refundable after twelve (12) consecutive months, provided the member has fulfilled all obligations of maintaining satisfactory payments.

4

You may notify the Cooperative in writing if there is someone in your household who is either chronically or seriously ill, disabled or on an electrically operated life support system.

5

Winter Energy Assistance – we will encourage and assist members to contact their county agencies to check for eligibility for energy assistance.

6

The Cooperative will not disconnect electric service on a weekend or a legal holiday for non-payment.

7

If you suspect your meter is not working properly, you have the right to have it tested, free of charge, once a year by the Cooperative.

8

Any service issue or complaint will be fully and promptly investigated.

9

You will not be charged any labor fees for service interruption investigations or emergency disconnects/reconnects.

10

You have a right to promptly meet with a field representative. We will strive to make them available within 10 business days to begin the planning and design process for new services or service upgrades.

11

You have the right for UDWI to promptly begin construction on your property after all pre-construction requirements are met.