

JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION
OPERATIONAL POLICY
Policy 225
Adopted: October 7, 2014

Subject: Quality of Service Policy

I. Objective

To establish written policies, rules and regulations dealing with quality of electric service.

II. Service

A. Continuity of Service

All reasonable efforts will be made to supply continuous and uninterrupted service. The Cooperative shall have the right to suspend the supply of electric energy for the purpose of making repairs, betterment or extensions, or when necessitated by acts, circumstances, or regulations beyond its control.

B. Interruption of Service – Outages

The Cooperative will use reasonable diligence to provide regular and uninterrupted service, but in case the service should be interrupted or fail for any cause, the Cooperative shall not be liable for any damages resulting therefrom. Any interruption to service should be reported to the Cooperative immediately after it has been determined that the interruption is not caused by an open circuit or blown fuse in the customer's equipment. Long distance telephone calls to the Cooperative reporting power failure are called on 1-800-239-6518 and local calls made to (256) 552-2300. In addition, outages may be reported on the cooperative's website, www.jwemc.org.

C. Notice of Unsatisfactory Electrical Service

The member shall notify the Cooperative immediately should the electrical service be unsatisfactory or inadequate for any reason. The member should specify any defects, trouble or accidents which would affect the supply of electricity.

D. Damages

The Cooperative shall not be liable to the member for personal injuries or damages to the property or for any other cause resulting from the use of electric

service furnished through the equipment of the Cooperative or resulting from any other cause, except in the event of the gross negligence of the Cooperative. The member shall hold harmless the Cooperative from injuries to the person or damages to the property of third persons resulting from the use of electric service on the premises of the member.

Language in the state Cooperative law dated April 1992, Section 37-6-22 states; "A Cooperative shall not be liable to its members for any outage of service or voltage fluctuation resulting from acts of God, such as lightning or windstorm, or from occurrences that may reasonably be expected to happen in the normal course of utility business, such as equipment failures. In any claim for property damage alleging negligence of the Cooperative, the member shall prove by the businesses that the action or inaction of the Cooperative alleged to have caused the property damage is not normal in the operations of a utility business. "

E. Electrical Service Supplied Exclusively by Cooperative

All electric services on the premises of the customer shall be supplied exclusively by the Cooperative, and the customer shall not sell or dispose of any power so furnished without the written consent of the Cooperative.

III. Responsibility

- A. The Board of Trustees is responsible for periodic review of this policy and shall approve all changes to the policy.
- B. The General Manager is responsible for the implementation of the policy.