

**M.J.M. ELECTRIC COOPERATIVE, INC.**

**SECTION III – MEMBERS AND CONSUMERS**

**Policy 20    Approved: 01/25/1962**

**REVISED: 10/26/1978    04/26/2012    11/29/2018**  
**REVIEWED: 08/27/2015    03/25/2021    11/25/2024**

MEMBER SERVICES DEPARTMENT

POLICY


M.J.M. Electric Cooperative shall maintain a Member Services Department to assist Members including providing information to Members on questions regarding the Cooperative, electricity and their electric service. The services provided though shall be providing only general information and shall not be used by the Member in lieu of retaining their own independent expert, in example an electrician. The Cooperative shall not be responsible to the Member for any liability that might result from the Member using the information provided.

RESPONSIBILITY

President/CEO and Communication and Member Services Coordinator

PROCEDURE

1. The information provided by the Member Services Department shall include information regarding electric heating options, insulation of homes and the use of electricity on farms and businesses.
2. The Member Services Department shall publish a monthly newsletter to inform Members about the Cooperative and suggest ways to use electricity to increase efficiency and raise their standard of living.
3. The Member Services Department shall work with youth groups to inform them of the proper and safe use of electricity.
4. The Member Services Department shall cooperate with electricians, contractors, and those who are selling electrical equipment to Cooperative Members.
5. The Member Services Department shall make available written and/or digital energy related information to Members.
6. The Member Services Department shall promote safety in the use of electricity.

  
Marcie Tonsor, Secretary