

**TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.**

**POLICY BULLETIN NO. 3-19**

**SUBJECT: MEMBER RELATIONS**

**I. POLICY:**

Tri-County will communicate with members on Cooperative activities, programs and services to achieve understanding, participation and involvement of members.

**II. PROCEDURE:**

- A. Membership in the Cooperative:  
All applicants for electric service will become members of the cooperative according to the cooperative by-laws.
- B. Member Participation and Support:  
The cooperative will conduct planned member programs, activities and services to achieve participation and support of the members in the cooperative.
- C. Member Information:  
The cooperative will use the statewide publication and other media to communicate with its members.
- D. Member Attitudes:  
The cooperative will survey and evaluate the attitudes, reactions and needs of members as required.
- E. Member Relation Impact:  
Consideration of member relations will be given to decisions, programs and activities of the cooperative.

**III. RESPONSIBILITY:**

President & CEO or Designee

Approved: 4/20/82.

Reviewed: 5/9/83, 11/18/86, 12/14/88, 3/20/90, 11/16/99, 11/20/01, 11/25/03, 10/27/05,  
11/20/09, 12/20/11.

Revised: 10/16/84, 11/17/98, 10/23/07.