

# Your Rights As A Member of Navasota Valley Electric Cooperative

## I. Rate and service information

You may, either by phone or by personal visit to the Cooperative's business offices located in Franklin or Mart, Texas, request copies of any portion of the Cooperative's rate and service tariffs and rules as filed with the Public Utility Commission of Texas. A nominal reproduction charge will be made for each copy and postage will be added if the copies are mailed.

## II. Meter Testing

As provided by the Rules of the Public Utility Commission, you may request a test of your electric meter if you believe that the meter is not accurately reflecting your actual electric consumption. This test will be made at no charge to you provided that the meter has not been tested previously. If you request a test of a previously tested meter and the meter is not defective you will be required to pay a charge, not to exceed \$15.00.

## III. Outstanding bills

Under the tariff of this Cooperative as filed with the Public Utility Commission of Texas, you have twenty-six (26) days from the date of the bill to pay an outstanding bill.

## IV. Termination of service

Your electric service may be discontinued after proper notice for the following reasons:

- A. Failure to pay an outstanding bill within twenty-six (26) days after the date of the bill.
- B. Failure to pay a delinquent account or meet the terms of the deferred payment plan.
- C. Violation of the Cooperative's rules for the use of service in a manner that interferes with the service of others or for the operation of non-standard equipment, after the Cooperative has made every attempt to notify you of the problem and allow you to remedy the situation.
- D. Failure to comply with the Cooperative's deposit.

The Cooperative may also disconnect service at once and without notice where a dangerous condition exists, and disconnection shall remain in effect so long as the condition exists. Disconnection without notice may also be made when service is connected without authority by a person who has not made application for service or has reconnected service without authority following termination of service for nonpayment in instances of tampering with the Cooperative's meter or equipment, by-passing same, or other instances of diversion, service may be terminated immediately.

The Cooperative will either mail or personally deliver a written notice of termination at least ten (10) days prior to the date of disconnection. Disconnection will occur only on those days when Cooperative personnel are available to receive payment to prevent disconnection.

If you are seriously ill or will become more seriously ill as a result of termination of service, you may have your physician call or contact the Cooperative within sixteen (16) days of the issuance of the bill to report your condition. The physician must provide a confirmation letter to

the Cooperative within twenty-six (26) days of the issuance of the bill and the Cooperative will refrain from terminating service for sixty-three (63) days from the issuance of the bill unless a lesser period is agreed upon. If you make a request to avoid termination under this provision, you must enter into a deferred payment arrangement.

## V. Service and billing disputes

If you disagree with the Cooperative regarding any aspect of the Cooperative's service you may request a supervisory review. If you make such a request, you have five (5) days to participate in the review before the Cooperative may terminate service if the dispute is one of which the issues may result in termination, provided that the notice has been given under standard disconnection procedures. If the billing dispute is not resolved by such review, you may appeal to the Public Utility Commission of Texas, P O Box 13326, Austin TX 78711 Toll free (888)782-8477. While such appeal or other resolution of a dispute is pending, you may avoid termination of service by paying the average of your monthly bill for the past twelve (12) months as determined by the Cooperative. In the event the dispute is not resolved within sixty (60) days, you must keep all subsequent bills current.

## VI. Service reconnection

If your service is interrupted for any of the reasons listed under Section IV of this bill of rights, you may re-establish service when all outstanding and delinquent bills are paid and when a deposit or other evidence of payment is provided to the Cooperative.

## VII. Co-op office and business hours

The hours for the Cooperative offices are 8 :am to 5:pm Monday through Friday. The offices are located at East on Hwy. 79, Franklin and 117 North Main Street, Mart. The mailing addresses are P O Box 848, Franklin, TX 77856 and P O Box 60, Mart, TX 76664. The phone numbers are Franklin: (979)828-3232 or (800) 443-9462; Mart: (254)876-2581 or (800)445-8920.

## VIII. Deposit policy

All applicants will be assessed a full deposit. This deposit can be lowered or waived when an applicant provides a social security number for the purpose of positive identification and risk assessment through a review of credit history.

## IX. Financial assistance

The following governmental or social service agencies may be able to assist you if you have trouble making your payment for electric service to the Cooperative.

Serving Brazos, Leon, Robertson, Madison counties- Brazos Valley Community Action Agency (BVCAA), 100 W William Joel Bryan Pkwy, Bryan TX 77803.

Serving Falls County- Economic Opportunities Advancement Corporation of Planning Region XI (EOAC), 500 Franklin Ave., Waco TX 76707,

Call 211 from your home phone to see if you qualify for assistance in your area.

## X. Nondiscrimination

Navasota Valley Electric Cooperative provides electric service without discrimination as to member's race, nationality, color, religion, sex or marital status.

## XI. Special services

The telephone number for the teletypewriter for the deaf at the Public Utility Commission of Texas is (512)936-7136.

Members who use life-support equipment, or persons caring for persons who use life-support equipment, should notify the Cooperative concerning the equipment use so that proper notice may be given to the member in the event of a planned outage.

## In Case of an Outage

**All outage reports after office hours, weekends and holidays should be reported to the Franklin office at (979)828-3232 or (800)443-9462.**

**An outage report during normal office hours from consumers served by Franklin should report to the numbers above. Consumers served by the Mart office should report outages to (254)876-2581 or (800)445-8920**