

Community Support - Member Assistance Programs (MAP) Policy PEDERNALES ELECTRIC COOPERATIVE, INC.

1. PURPOSE

The purpose of the Member Assistance Programs ("MAP") Policy ("Policy") is to establish the guidelines for the various programs of Pedernales Electric Cooperative, Inc. ~~(the "PEC" or "Cooperative" or "PEC") has adopted a Community Support Policy to address the organizations")~~ that are designed to assist our Members and individuals for which PEC may Membership Applicants to make direct, monetary donations, sure they have the opportunity to obtain electric service and/or maintain continuity of electric service.

1. SCOPE

~~This Member Assistance Programs Policy establishes the guidelines for the Cooperative's Member Assistance Programs (MAP) in order to assist members to keep the power on or applicants to turn the power on. Policy addresses how employees, contractors, or other third-parties utilize and administer the following programs:~~

- Payment Assistance Program;
- ~~(2)–Veterans' Burn Victim Assistance Program;~~
- ~~(3)–Building Assistance Program.~~

2. POLICY AND IMPLEMENTATION

~~This Policy also addresses how employees, contractors or other third parties utilize and administer~~ establishes the program requirements for each of PEC's MAPs.

2.1. Availability of Funds

3.1.1 PEC will allocate funds to the MAPs in this Policy through the budget approved annually by the Board.

2.2. Policy Responsibilities

~~Member Assistance Programs, Relations and District Operations departments have responsibility for implementation and administration of different aspects of this Policy.~~

~~3.1.1.2~~ 3.1.2 Member Relations is responsible for coordination under the Payment Assistance Program, Veterans' Burn Victim Assistance Program, recording the various donations of fees specified in the Building Assistance Program, and reporting to Finance.

~~3.1.23.1.3~~ 3.1.3 District Operations is responsible for coordinating design of the line extensions and estimating line extension costs for the Building Assistance Program.

2.3. Payment Assistance Program

2.3.1. Program Description

~~1.1.1.1.2.3.1.1.~~ 1.1.1.1.2.3.1.1. The Payment Assistance Program is available to Members whose income is less than 250% of the published ~~Federal Poverty Level~~federal poverty level and subject to ~~such other requirements~~the limitations described ~~herein~~below.

2.3.1.2. Through this program, payment distributions are made to assist qualifying Members with their account payments.

~~1.2.1.1.~~ 1.2.1.1. Program Availability of Funds

~~4.1.1.~~ PEC will allocate funds to Programs in this Policy through the budget approved annually by the PEC Board of Directors for the Member Assistance Programs.

~~1.2.1.2.3.2.~~ 1.2.1.2.3.2. ~~5.~~ 5. Qualifications for Payment Assistance Program: ~~and~~ and Limitations

~~1.2.1.1.2.3.2.1.~~ 1.2.1.1.2.3.2.1. ~~5.1.~~ 5.1. Each qualifying ~~member~~Member for the Payment Assistance Program will be limited to a maximum of \$300 per calendar year.

~~1.2.1.2.2.3.2.2.~~ 1.2.1.2.2.3.2.2. ~~5.2.~~ 5.2. ~~Payment Assistance Program distributions~~Distributions are limited to ~~members~~Members only. ~~Therefore; therefore,~~ funds can only be used for the person whose name is on the account.

~~1.2.1.3.2.3.2.3.~~ 1.2.1.3.2.3.2.3. ~~5.3.~~ 5.3. ~~Payment Assistance Program distributions are~~ Distributions are limited to current account usage and billing only.

~~1.2.1.4.2.3.2.4.~~ 1.2.1.4.2.3.2.4. ~~5.4.~~ 5.4. ~~Payment Assistance Program distributions~~Distributions may not be used towards membership fees, deposits, or meter tampering fees.

~~1.2.1.5.2.3.2.5.~~ 1.2.1.5.2.3.2.5. ~~5.5.~~ 5.5. PEC reserves the right to refer Payment Assistance Program recipients for an energy audit, ~~if appropriate~~.

~~1.2.1.6.2.3.2.6.~~ 1.2.1.6.2.3.2.6. ~~5.6.~~ 5.6. PEC will assist ~~members~~Members qualified to receive Payment Assistance Program funding by adjusting collection guidelines in the following ways:

~~1.2.1.6.1.2.3.2.6.1.~~ 1.2.1.6.1.2.3.2.6.1. ~~5.6.1.~~ 5.6.1. Suspending disconnection up to five business days on accounts when Payment Assistance Program Agencies are assisting.
~~5.6.2.~~ Donating deposits, reconnect fees, establishment fees, and current billing late fees.

~~1.2.1.6.2.2.3.2.6.2.~~ 1.2.1.6.2.2.3.2.6.2. ~~5.6.3.~~ 5.6.3. Donations of deposit and establishment fees are limited to once per ~~member~~Member. After the one-time donation of deposit and establishment fees, a ~~member's~~Member's account ~~shall~~will be charged ~~such a~~ deposit and establishment fees.

~~6.~~ 6. Additional Qualifications for Eligibility:

~~1.2.1.7.2.3.2.7.~~ 1.2.1.7.2.3.2.7. ~~6.1.~~ 6.1. If the ~~member~~Member (or ~~his or her~~their spouse) has one closed, unpaid account that has gone to the collection agency, PEC will allow them to participate in the Payment Assistance Program under the following conditions:

~~6.2.~~ 6.2. The ~~member~~Member must contact the collection agency and set up payment arrangements on the old debt within five business days.

~~1.2.1.7.1.2.3.2.7.1.~~ ~~6.3.~~ After PEC verifies with the collection agency that arrangements have been made, PEC will apply the pledged Payment Assistance Program funds to the ~~member's~~Member's current account.

~~6.4.~~ The ~~member~~Member must keep their payment arrangements with the collection agency.

~~1.2.1.7.2.2.3.2.7.2.~~ ~~6.5.~~ Before Payment Assistance Program funds are applied ~~to the member's account by PEC~~, PEC will verify with the collection agency that arrangements are being kept.

~~1.2.1.7.3.2.3.2.7.3.~~ ~~6.6.~~ Members who reach their Payment Assistance Program limit, and subsequently fail to keep payment arrangements with the collection agency, will be unable to participate again in the program until the old debt is paid in full.

~~6.7.~~ PEC will notify the appropriate Payment Assistance Program Agency when a member is not eligible to participate in the Payment Assistance Program because of old, unpaid debt to PEC.

~~1.2.1.7.4.2.3.2.7.4.~~ ~~6.8.~~ Updated collections processes have revealed instances of members or their spouse with more than one old, unpaid debt to PEC. A ~~member~~Member (or their spouse) with more than one closed, unpaid account is ineligible for Payment Assistance Program participation until all the balances are paid in full. ~~PEC will notify the appropriate Payment Assistance Program Agency when a member is not eligible to participate in the Payment Assistance Program because of old, unpaid debt to PEC.~~

~~1.2.2.2.3.3.~~ **7. Agency Involvement with Payment Assistance Program:**

~~1.2.2.1.2.3.3.1.~~ ~~7.1.~~ Participating ~~Community Action agencies, other qualified organizations, and county agencies (Payment Assistance Agencies)~~ will qualify ~~members~~Members seeking assistance through the ~~PEC~~ Payment Assistance Program consistent with Comprehensive Energy Assistance Program requirements.

~~1.2.2.2.2.3.3.2.~~ ~~7.2.~~ ~~PEC's pledge of~~ Payment Assistance Program funds will be allocated ~~between each Agency to the Payment Assistance Agencies~~ annually, with the caveat that PEC will assess ~~the Agency with their~~ use of funds on a quarterly basis, with the possibility of redistributing these limited ~~pledges~~funds to the best advantage of ~~our members~~PEC's Members.

~~7.3.~~ From its pledged amounts, each Agency will determine the amount to be applied by PEC to a qualifying member's account. Upon notification from an Agency, PEC will apply that amount to the member's account from PEC pledged funds.

~~7.4.~~ The Agency will provide to PEC its notification on the PEC pledge form, executed by the Agency representative, confirming that the member has met the specified qualifications.

~~1.2.2.3.2.3.3.3.~~ ~~7.5.~~ ~~Payment Assistance~~ Agencies have the right to deny participation in the program to any ~~member~~Member who perpetrated fraud against their

~~Agency~~agency or is not willing to participate in programs required to support self-sufficiency.

~~1.2.2.4.2.3.3.4.~~ ~~7.6.~~—PEC reserves the right to deny participation in the Payment Assistance Program to any ~~member~~Member perpetrating or attempting to perpetrate fraud against the Cooperative, ~~for example: (e.g., meter tampering, providing false identification information, owing a debt to the utility on a closed account, returned checks-).~~

~~7.7.~~—PEC will contact each Payment Assistance Agency at least once a month to facilitate communication ~~between the Agencies and the Cooperative~~and to optimize the

~~1.2.2.5.2.3.3.5.~~ benefit to our ~~members~~Members in providing financial assistance. PEC will also communicate with Payment Assistance Agency staff ~~administering the program~~ to review the effectiveness of the program and to resolve any issues.

~~1.2.2.6.2.3.3.6.~~ ~~7.8.~~—PEC will provide each Payment Assistance Agency with a report that includes details on each pledge to a ~~member, identifies any~~Member, apparent exceptions to ~~Payment Assistance Program requirements~~standard rules, the percentage of the total allocation ~~pledged amount applied by PEC distributed~~ each month, and the balance amount of ~~the pledged amount~~funds remaining for each agency.

~~2.3.3.7.~~ ~~7.9.~~—The Payment Assistance Agency will provide to PEC its distribution notification on the PEC pledge form, which confirms that the Member has met the specified qualifications and includes an agency representative's signature on the appropriate line.

~~1.2.2.7.2.3.3.8.~~ PEC will not refund ~~to any member~~the Member any monies that have been ~~applied~~paid by ~~PEC from pledged amounts for its~~a Payment Assistance Program Agency. The monies will be ~~pledged~~refunded to the ~~Payment Assistance Program agency.~~ If ~~an a~~ Payment Assistance Agency ~~submits~~makes an erroneous ~~notifications to PEC~~payment, the ~~amount~~funds will be ~~pledged for use in the Payment Assistance Program~~returned to the agency.

~~1.2.3.2.3.4.~~ ~~8.~~ **Private Charity Qualifications for Payment Assistance Program:**

~~1.2.3.1.2.3.4.1.~~ ~~8.1.~~—In an effort to facilitate assistance for low income ~~members~~Members, PEC will accept ~~member~~Member qualification from ~~private charities/assistance sources (PS)~~Private Charities/Assistance Sources who agree to abide by the following guidelines. Members meeting these qualifications will be granted the same adjustments to ~~our~~the collection practices allowed to ~~members~~Members qualified for ~~our~~the Payment Assistance Program.

~~1.2.3.2-2.3.4.2.~~ ~~8.2.~~ ~~PS~~ The Private Charity/Assistance Source agrees to verify the ~~members'~~Member's identity and need for ~~Payment Assistance~~ payment assistance by requiring the following documents:

~~1.2.3.2-1.2.3.4.2.1.~~ ~~8.2.1.~~ Photo ID (drivers' license, military ID, etc.).

~~1.2.3.2-2.2.3.4.2.2.~~ ~~8.2.2.~~ Social Security Card ~~& Social Security Numbers~~ for ~~All~~all household ~~members~~Members.

~~1.2.3.2-3.2.3.4.2.3.~~ ~~8.2.3.~~ Proof of income for the past 30 days for anyone living at the residence (check stubs, Social Security [SSI and/or Disability] award letters for current year, unemployment benefits, veterans' benefits, child support, workers' ~~comp,~~ TWC~~compensation,~~ Texas Workforce Commission registration printout, ~~TANF~~Temporary Assistance for Needy Families award documentation, etc.).

~~1.2.3.2-4.2.3.4.2.4.~~ ~~8.2.4.~~ Proof of 10% loss of income/-resources in last 60 days. The ~~PS~~Private Charity/Assistance Source will verify that the ~~member's~~Member's income is less than 250% of the Federal Poverty Level.

~~1.2.3.3-2.3.4.3.~~ ~~8.3.~~ At the ~~PS's~~ request of the Private Charity/Assistance Source, and with ~~member's~~Member's authorization, PEC will provide the ~~member's~~Member's current utility bill and a cash transaction sheet showing the billing and payment history for at least the past twelve months.

~~1.2.3.4-2.3.4.4.~~ ~~8.4.~~ If the ~~PS~~Private Charity/Assistance Source advises PEC that ~~the PS~~ is they are satisfied that the ~~member~~Member qualifies for assistance, PEC will authorize collection adjustments on a case-by-case basis, with the understanding that the ~~member~~Member will be submitting an application to the appropriate Payment Assistance ~~agency~~Agency.

~~1.3.2.4.~~ ~~9.~~ **Veterans' Burn Victim Assistance Program:**

~~2.4.1.~~ ~~9.1.~~ **Program Description**

~~1.3.1.1-2.4.1.1.~~ ~~9.1.1.~~ The Veterans' Burn Victim Assistance Program is established because PEC recognizes the hardship that climate can pose to severely burned war veterans, who may suffer a decreased ability to regulate internal body temperature. ~~PEC wishes to assist these veterans through its Burn Victim Assistance Program.~~

~~1.3.1.2-2.4.1.2.~~ ~~9.2.~~ PEC will administer the documents and funds for the Veterans' Burn Victim Assistance Program internally, and recipients may work directly with the Cooperative.

~~2.4.2.~~ ~~9.3.~~ **Program Qualifications and Limitations**

~~1.3.1.3-2.4.2.1.~~ ~~9.3.1.~~ The recipient must be a military veteran, and must be able to provide a medical doctor's written certification that ~~he or she has~~ they have significantly decreased ability to regulate ~~his or her~~ their body's core temperature because of severe burns received during armed conflict or in combat.

~~1.3.1.4.2.4.2.2.~~ ~~9.4.~~—Certification of continuing medical eligibility may be required every 12 months to continue program participation.

~~1.3.1.5.2.4.2.3.~~ ~~9.5.~~—Veterans' Burn Victim Assistance Program funds may only be applied to the PEC account at the recipient's current primary residence.

~~1.3.1.6.2.4.2.4.~~ ~~9.6.~~—~~Current~~The current Payment Assistance Program participation ~~policies, excluding income requirements, shall apply~~qualifications and limitations identified within this Policy applies to the recipient of Veterans' Burn Victim Program Assistance ~~and the account~~Program funds.

~~1.3.1.7.2.4.2.5.~~ ~~9.7.~~—Participation in the Veterans' Burn Victim Assistance Program does not exempt the recipient from disconnection for non-payment.

~~1.3.1.8.2.4.2.6.~~ ~~9.8.~~—To enroll, an applicant ~~should~~must submit a written request to participate, along with the required doctor's certification and evidence of military veteran status to ~~the Member Services Administrator by email to~~ map@peci.com; memberassistance@peci.com.

~~1.4.2.5.~~ ~~10.~~—**Building Assistance Program:**

2.5.1. Program Description

~~2.5.1.1.~~ The Building Assistance Program is available to contribute to qualifying projects by Building Assistance Charitable Organizations that are designed to benefit PEC's Membership.

1.4.1.2.5.2. Program Qualifications and Limitations

~~1.4.1.1.2.5.2.1.~~ ~~10.2.~~—The Building Assistance Program applies to Building Assistance Charitable Organizations which are 501(c)(3) organizations.

~~10.3. Qualifications—The following must be met prior to PEC providing any Building Assistance to a Building Assistance Charitable Organization or Building Assistance Program Recipient:~~

~~1.4.1.2.2.5.2.2.~~ ~~10.3.1.~~—To qualify for an extension to a permanent residential installation, the location where the Building Assistance Charitable Organization is requesting service shall comply with the following provisions and ~~the Tariff and Business Rules of PEC~~PEC's Tariff and Business Rules unless otherwise provided herein:

~~1.4.1.2.1.2.5.2.2.1.~~ ~~10.3.1.1.~~—Be a permanent location. To qualify as a permanent location, the Building Assistance Charitable Organization will either have a definite plan for, or has commenced the construction of, the building or permanent facilities stipulated in the application by installing a water well or slab/foundation.

~~1.4.1.2.2.2.5.2.2.2.~~ ~~10.3.1.2.~~—Be a single-family residence.

~~1.4.1.2.3.2.5.2.2.3.~~ ~~10.3.1.3.~~—If located within a residential subdivision, the Building Assistance Charitable Organization must have complied with ~~the~~PEC's residential development line extension policy ~~of the Cooperative~~ and paid all required aid to construction ~~required therein.~~

~~1.4.1.3-2.5.2.3.~~ ~~10.4.~~ Point of Delivery. ~~The Cooperative~~ PEC extends its electric facilities only to the ~~Point~~point of ~~Delivery~~delivery (as defined in its Tariff and Business Rules).

~~1.4.1.4-2.5.2.4.~~ ~~10.5.~~ Routing. The routing of the line extension ~~shall~~must be in accordance with ~~the Cooperative's~~PEC's Tariff and Business Rules.

~~1.4.1.5-2.5.2.5.~~ ~~10.6.~~ Line Extension. ~~The Cooperative shall~~ PEC will estimate the cost for the line extension as provided in its Tariff and Business Rules.

~~1.4.1.6-2.5.2.6.~~ ~~10.7.~~ During construction of the residence, PEC will donate the following fees for the Building Assistance Charitable Organization:

~~1.4.1.6.1-2.5.2.6.1.~~ ~~10.7.1.~~ Membership Fee

~~1.4.1.6.2-2.5.2.6.2.~~ ~~10.7.2.~~ Establishment Fee

~~1.4.1.6.3-2.5.2.6.3.~~ ~~10.7.3.~~ System Impact Fee

~~1.4.1.7-2.5.2.7.~~ ~~10.8.~~ During construction, PEC will ~~also~~ provide ~~its allowable~~an investment of up to \$2,000 toward any line extension costs described ~~herein~~in this Policy for the Building Assistance Charitable Organization as provided in its Tariff and Business Rules. The Building Assistance Charitable Organization shall be required to pay, as a contribution in aid of construction, the estimated cost of any extension in excess of ~~the Cooperative's allowable~~PEC's investment.

~~1.4.1.8-2.5.2.8.~~ ~~10.9.~~ PEC will ~~also~~ provide electricity to the Building Assistance Charitable Organization at no cost during construction or repair of the residence.

~~1.4.1.9-2.5.2.9.~~ ~~10.10.~~ PEC will not impose any security deposit requirements for the Building Assistance Charitable Organization during construction.

~~1.4.1.10-2.5.2.10.~~ ~~10.11.~~ Upon completion of the residence, PEC will credit the Building Assistance Program ~~Recipient's~~recipient's account with \$150, which should cover the ~~Membership Fee~~membership fee and a portion of ~~electric~~electricity use. Building Assistance Program Recipients will be subject to all security deposit requirements.

~~11. Procedure Responsibilities:~~

~~Member Services, Communications and District Operations departments are responsible for implementation and administration of this Policy.~~

~~11.1. Communications is responsible for the Community Support Programs. 11.2. Member Services is responsible for coordination under the Payment~~

~~3. Assistance Program, DEFINITIONS~~

~~3.1. Building Assistance Charitable Organization – A 501(c)(3) organization sponsoring the construction or repair of a residence receiving electric service and assistance from PEC.~~

~~3.2. Building Assistance Program – Assistance program for a recipient participating with a Building Assistance Charitable Organization and subject to such other requirements described herein.~~

3.3. Comprehensive Energy Assistance Program – A utility assistance program, through the Texas Department of Housing and Community Affairs, designed to assist low income households in meeting their immediate energy needs and to encourage consumers to control energy costs for years to come through energy education.

3.4. Payment Assistance Agency – Participating community action agencies, other qualified organizations, and county agencies that may establish the qualification of Members for the Payment Assistance Program.

3.5. Payment Assistance Program – Assistance for Members whose income is less than 250% of the published federal poverty level and subject to such other requirements described herein.

3.6. Private Charity/Assistance Source – Private charities/assistance sources that may establish the qualification of Members for the Payment Assistance Program.

1-5-3.7. Veterans' Burn Victim Assistance Program ~~and recording the various donations of fees specified in the Building_ Assistance Program and reporting program for burned war veterans and subject to Finance~~such other requirements described herein.

4. POLICY ENFORCEMENT

The ~~PEC Board of Directors and Management~~PEC management shall enforce this Policy. ~~Violations~~ Violation of this Policy may result in disciplinary ~~or corrective~~ action, up to and including, termination.

5. REFERENCES AND RELATED DOCUMENTS

Tariff and Business Rules
