



# Tri-County Electric Cooperative, Inc.

## BOARD POLICY

Policy No: Board Policy-114

### Member Requests to Address the Board of Directors

Original Issue Date  
01/18/2022

Last Revision  
02/20/2025

Board Approved  
02/20/2025

Last Reviewed  
02/20/2025

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#### SCOPE

The purpose of this policy is to establish procedures for Members of the Cooperative ("Members") to either resolve or present concerns to Tri-County Electric Cooperative ("Cooperative").

#### POLICY

It shall be the policy of the Cooperative to practice first-contact resolution when working with Members in an appropriate and professional manner as outlined:

- A. Member-facing employees will actively communicate and work with Members in good faith on various matters. If a member presents an issue an employee is not able to satisfactorily resolve, the item may be escalated to the supervisor.
- B. The supervisor will act in an appropriate and professional manner to actively assist the Member, including investing time and consideration into researching and understanding the issue. The supervisor will dedicate time speaking with the Member to understand the matter. If the issue remains unresolved with the supervisor, the member may choose to escalate the matter to the next supervisor.
- C. If the Member issue remains unresolved by the supervisor(s) and is escalated to the President & CEO, he/she will schedule a face-to-face meeting with the Member to communicate in good faith and discuss the matter. If the President & CEO is unable to adequately resolve the issue, the Member may request to address the Board by requesting a copy of Board Policy 114 from the President & CEO.
- D. Completed forms will be placed on the agenda of the next board meeting to be considered at the following regular meeting of the Board. The Board will approve or deny the request. The office of the President/CEO will communicate the decision after the meeting.
- E. If approved, the Board will allocate up to five minutes to listen to the Member's concerns at the next regularly scheduled meeting. The Member may be present for the Member Comments portion of the board meeting. Recordings shall not be allowed.

#### RESPONSIBILITY

The President & CEO, and his/her designees are responsible for the administration of this policy.



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

Member Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Cell Number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Topic of Discussion (please provide detail)

Desired Outcome(s) (please provide detail)

I certify I have read Board Policy 114 and exhausted all avenues to address the matter with cooperative employees. I understand that if my request is approved, I have five minutes to address the Board of Directors and they will listen to my concerns.

My signature below confirms that I have or have not yet retained legal counsel pertaining to this matter.

\_\_\_\_\_  
Signature *Have retained counsel*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature *Have not yet retained counsel*

\_\_\_\_\_  
Date