

**JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION
OPERATIONAL POLICY**

Policy No.205

ADOPTED: FEB. 22, 1993

REVISED: MAY 15, 2007

REVIEWED WITH NO CHANGES: JANUARY 24, 2008

AMENDED AND BOARD APPROVED: OCTOBER 7, 2014

Subject: Transfer of Service

I. Objective

To provide equitable and uniform guidelines for the transferring of service.

II. Policy

A. Transfers of service for customers will be subject to certain time limits. These limits are established for practical operations and protection for the customer from disconnections or connections being performed on the wrong date. A transfer of service may not be requested more than thirty (30) days in advance of the desired transfer.

B. The time lapse between the disconnect date and the connection date may not be more than thirty (30) days. If a customer requests a time lapse of more than thirty (30) days between the disconnection and connection dates, a new service "Account Origination Fee" will apply if the customer does not have any other active account. A new deposit (if applicable) and fees may be collected. All accounts in the customer's name must be paid up-to-date before a service may be transferred.

C. Dates for connection and disconnection should (if possible) be given and entered on the order before it is signed by the customer. If the customer cannot provide a definite disconnect or connection date, the order will be noted "Hold for Call" and phone calls will be acceptable as long as a signed order is on file and the specified time frame is followed.

D. An account origination fee as specified in the Schedule of Fees will be applied to the account.

III. Responsibility

A. The Board of Trustees is responsible for a periodic review of this policy and shall approve all changes to the policy.

B. The General Manager is responsible for the implementation of the policy.