

VALLEY ELECTRIC ASSOCIATION, INC.

Corporate Policy #124

CONTINUITY OF SERVICE

Dated: October 30, 2009
Supersedes Date: May 31, 1994

I. OBJECTIVE

To provide continuity of service to the Association's consumers.

II. POLICY

The Association will use reasonable diligence to provide an adequate and uninterrupted supply of electrical energy at normal voltage.

A. **Notice of Trouble.** In the event that service is interrupted or not satisfactory, or any hazardous condition is known to exist, it shall be the obligation of the consumer to notify the Association of such existing condition.

B. **Service Failure.** If the consumer's service fails, he shall first endeavor to determine if he has blown fuses, tripped breakers, or his equipment is at fault before notifying the Association. When a serviceman is dispatched at the consumer's request, and it is determined that the consumer's equipment is at fault, a charge may be rendered to the consumer for the actual cost of labor, transportation, and overhead.

III. RESPONSIBILITY

The Board of Directors, through delegation to the Chief Executive Officer, shall be responsible for the administration of this policy.