

HILCO ELECTRIC COOPERATIVE, INCORPORATED

GENERAL POLICY NO.123

SUBJECT: FAIR TREATMENT POLICY: MEMBER'S REQUEST TO ADDRESS THE BOARD OF DIRECTORS

I. OBJECTIVE

To treat all members in a fair, equitable and consistent manner and to establish procedures for requests by members to address meetings of the cooperative board of directors so the directors can respond to the needs and concerns of the members.

II. POLICY

- A. The members will be afforded every opportunity to meet with the general manager/CEO, staff, or other employees to resolve any concerns or problems.
- B. Any member who feels they were not accorded fair treatment may request a review. The review will follow the steps outlined below. The review will proceed to the next step only if the previous steps have been completed.

Step 1: If an employee of cooperative is unable to resolve a problem, the member shall immediately refer the problem to the department head concerned, who shall make every reasonable effort to settle the matter within ten working days.

Step 2: If the department head is unable to resolve the problem in a timely manner, the member shall write a letter to the general manager describing the problem and requested resolution.

Step 3: If the general manager is unable to resolve the problem within seven (7) working days, the member may request a formal hearing before the cooperative board of directors.

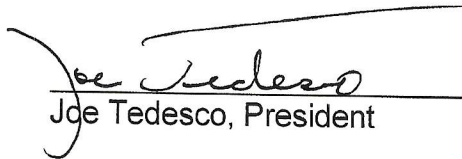
- C If the member cannot resolve their issues with the cooperative's staff, either the general manager or the member may request the matter be placed on the board of directors' regular agenda at the beginning of the next regular board meeting. If a large group of members requests to address the board, the group of members may be required to limit the group to a representative number.

- D. At least three weeks prior to the next regular board meeting, the member should submit the request to the cooperative's general manager/CEO in writing on the "Board Meeting Attendance Request" form attached hereto and made an integral part of this policy. The request to address the board will be included on the regular agenda.
- E. The member and/or his representative and the general manager may appear in person. Only members and members' attorneys may speak. Speakers will be limited to five minutes to address their concerns to the board of directors. The speaker must submit to the board of directors a written copy of the speaker's statement with the Request to Attend Board Meeting form. Speakers cannot question the board.
- F. The members or speakers may attend the board meeting only during the portion of the meeting when the speakers are addressing the board. After the speakers address the board, the meeting will be closed, and the board will proceed with its meeting agenda.
- G. The board will not act, consider the matter, or decide until the board resumes its regular agenda after the speakers leave the meeting.
- H. The board of directors shall determine the facts surrounding the problem, receive testimony from the general manager or representative and the member or the member's representative, and prepare a written decision. The decision shall consist of three parts:
 - 1. The facts of the problem.
 - 2. Any applicable section of the tariff, bylaw, policy, operating procedures, Texas Utility Code or Articles of Incorporation.
 - 3. A ruling on the problem.
- I. If necessary, either the general manager/CEO or the board president will advise the members of the decision or action of the board.
- J. Any decision by the board of directors shall be binding on cooperative.
- K. No one is allowed to make a visual or audio recording of any portion of any board meetings.

III. RESPONSIBILITY

The general manager/CEO is responsible for (1) attempting to satisfy the needs and concerns of the members consistent with the HILCO Electric Cooperative tariffs, bylaws, policies, and operating procedures, (2) timely submitting the member's request to address the board meeting, and (3) advising the member of the board's decision.

APPROVED BY THE BOARD OF DIRECTORS



Joe Tedesco, President

Date Adopted: October 21, 2008

Date Revised: January 30, 2020, March 23, 2023

**General Policy 123, Request to Attend Meeting of the
HILCO Electric Cooperative, Inc. Board of Directors**

NOTE: No Cooperative member or other person, including the attorney for a member, may address a meeting of the board of directors unless (1) this request form is submitted timely with a written copy of the statement that the speaker will deliver and (2) the board approves adding the speaker to its agenda.

Full Name: _____
Address: _____

City/State/Zip: _____

Telephone Number: _____; Email: _____
(If this request is also for others, attach on a separate sheet of paper their full names, addresses and telephone numbers.)

Purpose(s) for requesting such attendance: **(Please be specific)**

All speakers have a maximum time of five minutes to speak.

State names, addresses and telephone numbers of any person(s) you desire to attend the board meeting with you and describe their status whether they are a Cooperative member, your attorney or other: _____

Date this request submitted _____, 20____.

Signed: _____

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ACTION ON REQUEST*
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Speaker Added to Agenda for Meeting on the _____ day of _____, 20____

Signed _____ Title: _____

*To be completed by Cooperative General Manager/CEO or designate