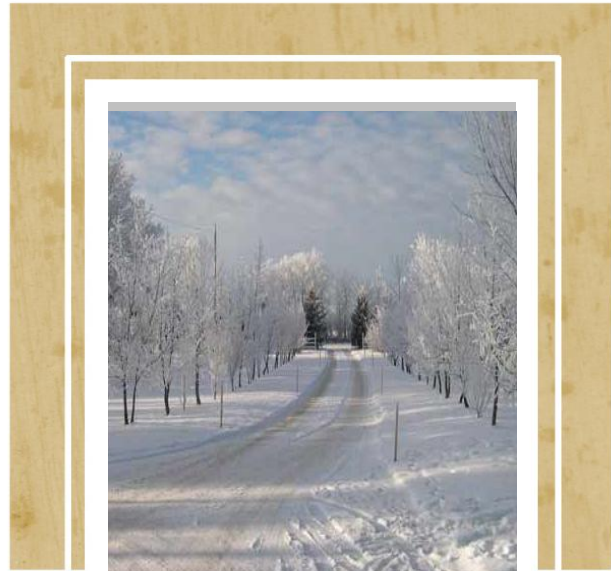




A list of available energy assistance programs for the Radiant Electric service area is available at **Radiant's office, online at [www.radiantec.coop](http://www.radiantec.coop)** or by calling Radiant at 620-378-2161 or toll free at 800-821-0956.



**RADIANT ELECTRIC  
COOPERATIVE, INC.**  
WINTER SERVICE  
PROCEDURE



9346 Jewell Road      Phone: (620) 378-2161  
PO Box 390      Toll Free: (800) 821-0956  
Fredonia, KS 66736      Fax: (620) 378-3164  
Email: [rec@radiantec.coop](mailto:rec@radiantec.coop)

[www.radiantec.coop](http://www.radiantec.coop)



Touchstone Energy® Cooperatives  
*The power of human connections®*

The Winter Service Procedure establishes disconnection procedures, along with special payment provisions, for residential consumers of Radiant Electric Cooperative, Inc. throughout the winter weather period from December 15<sup>th</sup> through March 1<sup>st</sup>.

Radiant Electric Cooperative, Inc. will not permanently disconnect a member's service between December 15 and March 1 when the National Weather Service forecasts the temperature in Radiant's service territory to fall below 32°F in the next 24 hours, unless:

1. requested to do so by the member,
2. the service is abandoned,
3. a dangerous condition exists on the premises,
4. the member violates any rule of the Cooperative which compromises the safety of the consumer or other persons, or the physical integrity of the Cooperative's delivery system,
5. the member causes or permits unauthorized interference with electric service situated or delivered on the member's premises,
6. the consumer is proved to have misrepresented his or her identity for purpose of obtaining electric service,
7. the service can be disconnected during periods when the temperature exceeds 32°F, and re-established when the temperature falls below 32°F.

To avoid disconnection when the temperatures are over 32°F, or to re-establish service after disconnection, a member must comply with the terms outlined in Radiant's Winter Service Procedure, as follows. A member must:

1. inform Radiant Electric on or before the bill's due date on the 21<sup>st</sup> of the month of their inability to pay the bill in full,
2. complete, sign, and return the Request for Disconnection Protection form and return to Radiant within ten days after the bill's due date on the 21<sup>st</sup> of the month,
3. apply for federal, state, and local or other funds for which the consumer is eligible, including, but not limited to, the Low Income Energy Assistance Program (LIEAP),
4. make an initial payment of 1/3 of the arrearage with the remaining 2/3 to be paid within 60 days of the original due date, and continue to pay subsequent bills by the due date on the 21<sup>st</sup> of the month,

5. allow installation of a service limiter to be installed at the Cooperative's discretion, which will provide for minimal use of electricity allowing only essential electric service.
6. arrange for payment of a reasonable security deposit for their account, if the Cooperative does not hold a deposit on their account at such time.

Radiant Electric will publish the Winter Disconnect Procedure yearly prior to the winter weather period, along with information regarding available energy assistance programs for our area, including weatherization programs. In addition, cooperative members can opt to have Radiant notify a third-party prior to disconnection by completing the Third Party Notice authorization on the Disconnection Protection Request form. The Third Party Notice applies to all members.

The Third Party Notice program helps those who live alone, senior citizens, those who are disabled, and landlord-renter situations. This program notifies a third party, along with the member, that a disconnect notice has been sent. A third party could be a friend, relative, church or community agency. The third party receives copies of all disconnect notices we mail to members, but is NOT required to pay the bill(s). By volunteering, the third party is able to receive and give information about personal circumstances and make a payment plan with Radiant Electric on behalf of the member to help avoid the hardship that results from service disconnection.

#### REQUEST FOR DISCONNECTION PROTECTION

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Total Amount Owing \_\_\_\_\_

I agree to the terms and conditions of Radiant Electric Cooperative's Cold Weather Procedure.

Signature \_\_\_\_\_

Date \_\_\_\_\_ Received by Radiant \_\_\_\_\_

#### REQUEST FOR THIRD PARTY NOTICE

Member Name \_\_\_\_\_

Address \_\_\_\_\_

City/St/Zip \_\_\_\_\_

Account #(s) \_\_\_\_\_

Phone \_\_\_\_\_

I authorize Radiant Electric to share information with the person named below and understand this agreement does not remove my personal obligation for payments.

Member Signature \_\_\_\_\_

Date \_\_\_\_\_

Third Party to be Notified:

Name \_\_\_\_\_

Address \_\_\_\_\_

City/St/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Third Party Signature \_\_\_\_\_

Date \_\_\_\_\_

Please note: This request will not be accepted without the third party's signature.

Radiant will attempt to send a copy of the member's disconnect notice to the third party named above. The member making this request acknowledges that Radiant is not liable should the third party fail to receive or act upon the notice.

Third party notification places no obligation on the third party to pay bills for others, nor will it prevent disconnection of electric service if payment is not made.

Please return this completed form to Radiant Electric.