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Here to serve you

Being a member-owner of an electric cooperative is a rewarding experience. You can be certain that your electric cooperative is a company that listens to you and is helping to make our communities stronger. It's your turn to discover the cooperative difference.

As a member-owner of WRVEC you have access to a variety of services beyond your basic electric service. WRVEC has five convenient locations and a 24-hour outage reporting hotline. In case of an outage, please call our toll-free automated reporting line at 417-335-9333 or 1-800-695-0056.

Branson - Main office

2449 State HWY 76 East
PO Box 969, Branson 65615
(417) 335-9335

Ava

1405 N.W. 9th Street
PO Box 175, Ava 65608
(417) 683-4134

Gainesville

Southwest Corner of HWY 160 and HWY 5
PO Box 37, Gainesville 65655
(417) 679-4916

Ozark

2807 State HWY 14 East
PO Box 1880, Ozark 65721
(417) 485-6012

Stone County

20346 State HWY 413
PO Box 510, Reeds Spring 65737
(417) 272-0181



White River Valley
Electric Cooperative
A Touchstone Energy Cooperative

About your cooperative

What is an electric cooperative?

An electric cooperative is an organization formed by a group of people for the purpose of providing electric service in an area that for many reasons has not attracted an investor owned utility.

A cooperative's Charter and by-laws are drawn to provide for the common interest and benefit of those it serves. In fact, cooperatives are owned by the people it serves and administered by a board of directors that is elected by the membership.

Our history

Formed on February 10, 1939, WRVEC has been serving the surrounding communities for over 65 years. However, it wasn't until 1941 that the first 195-mile section of electric line was energized to serve 264 members.

WRVEC's rich history dates back to 1935 when the federal government established the Rural Electrification Administration (REA). The REA made rural electrification a reality by lending money to companies that would extend electric service to rural areas.

In 1994, due to the Department of Agriculture's reorganization, the REA became the Rural Utilities Service (RUS). The RUS reaches beyond electric cooperatives and includes telephone, water and sewer services.

Today

WRVEC's service area has grown to cover 2,400 square miles in five counties: Taney, Stone, Christian, Douglas and Ozark. Today we have over 48,000 services in place and over 5,000 miles of energized line.



About your cooperative

What gives you the power

What gives WRVEC the power to meet the demands of its member-owners? Picture a huge web covering the Midwest. Now imagine that the web is actually a vast state-of-the-art, highly reliable network of electric power. WRVEC is part of this network, linked by several large wholesale electric suppliers.

WRVEC is one of 41 distribution rural electric cooperatives in Missouri. The co-op purchases electricity from two generation and transmission (G&T) co-ops, KAMO Electric Cooperative in Vinita, Oklahoma and Sho-Me Power Cooperative in Marshfield, Missouri. At this time, approximately 82 percent of White River's electricity is transmitted by KAMO and 18 percent by Sho-Me Power.

Membership has its advantages

WRVEC is equally owned by each of its members. Being a member of WRVEC has many benefits. One is that you have a say in how it operates. You can exercise your rights as a member-owner at WRVEC's Annual Meeting of Members held in September each year .

Your participation and input at the annual meeting is vital to the continued success of your cooperative. It's an important way to ensure that WRVEC will continue to not only meet your expectations, but exceed them in every possible way.

As a member of WRVEC, you own part of the business. WRVEC is a not-for-profit organization.



About your cooperative

Board of directors

Every September at WRVEC's Annual Meeting, members elect directors to represent their interests in the cooperative's business operations. There are nine directors and each one serves a three year term on WRVEC's board.

The board meets monthly to set policies and review matters pertaining to the finances and operations of the cooperative. Below is a listing of your current board of directors.

Joe Brazeale, Ozark

Layne Morrill, Kimberling City

Bill Cook, Theodosia

Keet Short, Galena

Pat Funk, Gainesville

Bob Simmons, Branson

Russell Loftin, Ava

George Simpson, Sparta

Russell Jackson, Kirbyville

CEO and staff

The board of directors hires a CEO who is responsible for the overall operations of the cooperative. The CEO and staff carry out policies established by the board.

The CEO is supported by nine departments that are responsible for specific areas of work, while working together to provide you with the best possible electric service. Those departments include Operations, Information Technology, Engineering, Purchasing and Materials, Safety, Member Services, Office Services, Community Development and Human Resources.



About your cooperative

Touchstone Energy

In October of 1999, WRVEC joined a national alliance of local, consumer-owned electric cooperatives that provide high standards of service to customers both large and small called Touchstone Energy Cooperatives.

There are more than 640 Touchstone Energy Cooperatives in 46 states delivering energy and energy solutions to more than 30 million members every day. Touchstone Energy cooperatives serve their members with integrity, accountability, innovation and a longstanding commitment to communities.

Those core values are evident as WRVEC continues to provide electric service that is among the most reliable, affordable and efficient in the country.



Touchstone Energy[®]

The power of human connections



Programs and Services

More than just electricity

At WRVEC, we are dedicated to improving the quality of life for our member-owners. Therefore, we offer a wide variety of carefully designed programs and services that are responsive to your needs and to those of the entire community. We urge you to contact us if you ever have a question, comment or suggestion that might help us serve you better.

Operation Round Up

You can get involved in your community by donating spare change from your electric bill to Operation Round Up. When you become a member of White River, you are automatically enrolled in the program. As a participant, your monthly bill will be “rounded up” to the next highest dollar.

For example, if your bill is \$110.70, you will pay \$111. The additional 30 cents goes directly to the Operation Round Up fund. Your monthly donation could be as little as one penny or as much as 99 cents. Participating members contribute an average of \$6 per year. Your donations are tax deductible.

All the funds collected through Operation Round Up are awarded to local families and organizations to be used toward basic needs such as food, shelter, clothing, health care and education.

Operation Round Up funds are guaranteed to help local needs since award recipients must live within WRVEC’s service area. None of the awards may be applied toward electric bills owed to WRVEC.

Awards are decided by a nine member panel of WRVEC members who volunteer their time to oversee the program. Requests for assistance are reviewed and evaluated once a month. You can choose not to participate in Operation Round Up at any time.



Programs and Services

Energy & Education Pro-Am

As part of WRVEC's ongoing commitment to the community, the cooperative sponsors the annual Energy & Education Pro-Am golf tournament to benefit the White River Valley Electric Trust, which helps local students obtain a higher education. The Pro-Am is part of the national tour satellite tournament and consists of 28 teams, including a tour pro and four players. To date, the Energy & Education Pro-Am has raised over \$360,000 to benefit local children.



Youth Tour

Each year WRVEC hosts its Youth Tour competition and provides three students with the trip of a lifetime to Washington, D.C.

The contest, sponsored annually by the cooperative, is open to all high school juniors or equivalent who attend school in WRVEC's five-county service area. To enter, students must submit an essay of 1500 words or less on an assigned topic. One finalist from each of the participating schools is selected and is required to present an oral presentation to judges, family and sponsoring teacher.

The top three students are awarded an all-expense paid educational experience to Washington, D.C. The winners join more than 1200 other essay winners from around the country to tour national monuments, visit with senators and representatives and experience government in action.

High school juniors who are interested in applying for WRVEC's Youth Tour can contact WRVEC by visiting www.whiteriver.org or look for information in the March issue of the Current Times.



Programs and Services

Educational Programs

At WRVEC we believe that understanding electricity is the first step toward using electricity responsibly, therefore we are eager to help the youth of our service area gain that understanding. WRVEC sponsors fun, interactive electrical safety and education programs that help students respect and value the role electricity plays in their lives. These free in-school presentations are scheduled annually for elementary, middle and high schools in our service area.

Rural Missouri

As a member-owner of WRVEC, every month you will receive an issue of Rural Missouri. Rural Missouri features stories from around the state that showcase rural living. It is published by the Association of Missouri Electric Cooperatives.

WRVEC produces four local pages that contain information for members about our community, cooperative news, rates and services. The local pages are collectively called the Current Times.

Grassroots 3000

In order to keep the cooperative way of life strong, and to continue to have an influential voice in the electric industry, the Association of Missouri Electric Cooperatives created Grassroots 3,000.

Grassroots 3,000 is an organized effort to provide expertise and information, to organize membership concerns, and to influence policymakers' votes and decisions.

WRVEC and cooperatives across the state have recruited team members from their membership to help us give our concerns a voice by writing letters or emails, or even calling legislators when issues arise. Research shows that it takes about seven letters before a member of Congress considers assigning staff to work on a problem and that letters and phone calls from constituents are the two highest-ranked sources of communication.

To join WRVEC's efforts, contact the cooperative.



Programs and Services

Whole Home Surge Protection

WRVEC's Surge Protection program adds another level of protection for today's sensitive electronic items. With our lease program, we will inspect your home's grounding system at the service entrance. We'll install a first stage protection device at the meter base for primary suppression and we'll provide you with an in-house starter kit of plug-in products for secondary suppression. Contact the Member Services department to find out how to protect your electronic devices from unpredictable power surges.

An affordable lease program

Installation Price.....\$19.95

Low Monthly Rate..... \$4.99*

***Requires minimum one year lease**

Fiber Optics

Through White River Technologies, WRVEC is able to provide commercial customers with fiber optic connectivity. The transfer of information has never been quicker, easier or more reliable.

Fiber optics is one of the most exciting technological advances of the last few decades. By manipulating tiny fibers (1/10 the size of a human hair) that transmit flashes of light, fiber optic technology has enabled communication from around the globe at the speed of light.

Fiber optics can save time and money, increase productivity and expand your business. White River Technologies can bring your business the future using fiber optic connections. For more information contact WRVEC's engineering department.

*White River
Technologies*



Programs and Services

Marathon Water Heaters

As part of our continuing efforts to provide quality products and services, WRVEC is proud to offer members and non-members one of the best electric water heaters on the market today.

The Marathon electric water heater is a seamless polybutylene plastic tank, guaranteed not to leak or rust for as long as you own your home. Marathon water heaters are heavily insulated with a unique, trademarked “Envirofoam” insulation, making it incredibly energy efficient. In fact, Marathon water heaters have the highest energy efficiency rating by model of any water heater.

Marathon[®]
WATER HEATERS

Marathon water heaters are available in a variety of sizes to fit all your water heating needs. WRVEC carries 30, 40, 50, 75, 85 and 105 gallon tanks.



Programs and Services

White River Valley Environmental Services

Using expertise and experience, the staff of White River Valley Environmental Services (WRVES) is playing a huge role in making rural Missouri a better place to live, work and play. WRVES, a subsidiary of White River Valley Electric Cooperative, provides and maintains wastewater services in areas suffering from inadequate water and sewer service.

WRVES offers consulting, operation and maintenance services on existing and start up wastewater treatment plants as well as on-site wastewater systems. Cutting edge technology and extensive resources provide WRVES with the tools necessary to properly manage and operate wastewater facilities. Contact us by calling (417) 272-0181, visit www.wrves.com or e-mail environmental@whiteriver.org.

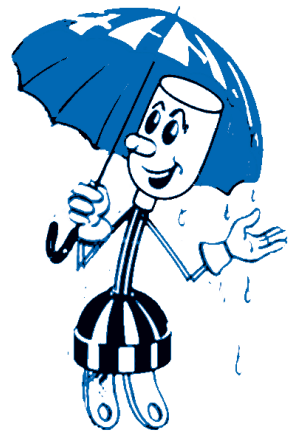


NOAA Weather Radio

Dangerous weather can approach at any time. Are you prepared? A NOAA Weather Radio offers continuous broadcasts. Information available includes local weather forecasts and conditions, hourly temperatures and most important, severe weather watches and warnings. Public safety experts agree that, like smoke alarms, a weather radio should be standard equipment in every home.

Not only does the NOAA Weather Radio monitor severe weather, terrorism warnings, AMBER Alerts, and other public safety issues, it also provides you with one-touch access to 24/7 weather, waterway, and travelers' information.

For more information contact WRVEC's Member Services department.



Programs and Services

Green Power

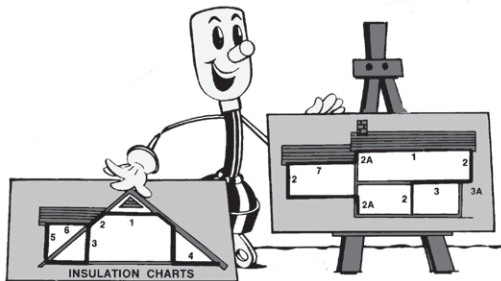
There has been an increased interest in renewable energy and concern for the environment. By taking the initial step to meet and encourage the growing demand for renewable energy we can help in preserving our natural resources and air quality.

WRVEC member-owners may purchase electricity under the Renewable Energy Resources program in 100 kwh-blocks at a rate of \$3.50 per block. You may purchase as many blocks as you wish under the program but members must make a 12-month commitment to participate in the program. This additional charge will be added to your normal monthly bill.

This is a voluntary program. Only those members choosing to participate will pay the additional premium. If you would like to join the ranks of WRVEC members and other electric cooperative members in promoting the development and use of renewable energy, just stop by or call your nearest WRVEC office.

Community Meeting Room

WRVEC's headquarter building in Branson offers meeting space to groups that are educational or nonprofit in nature. The community room will comfortably seat about 50 people. There is a charge to reserve the room. The space cannot be used by political, religious or sales-oriented groups.



Service Procedures

Existing Service

When you request a meter installation where there has already been a meter, you must **complete an application** and **pay any applicable deposits**.

If you are already a member of WRVEC, your deposit can be transferred to your new location provided the old meter is disconnected the same day the new meter is connected.

New Service

In order to apply for service where there has never been a meter before, the property must have a **pressurized water supply, sewage disposal** and include a **residence that has at least 500 square feet of enclosed living space**.

In addition, an application must be signed and any applicable deposits must be paid.

Next, a WRVEC staking engineer will design your electric service. The engineer must approve your meter loop, pedestal and/or service entrance before your work order can be sent to the construction department. Additional fees may apply prior to construction as determined based on the line extension policy, which is available upon request

When an application for electric service is signed, the applicant is agreeing to pay at least a minimum monthly bill for 12 months whether or not electricity is used at the meter location.

WRVEC supplies the following voltage transformation levels:

480 volt single phase, 240/120 volt single phase, 208/120 volt single phase, 480/277 volt three phase, 240/120 volt three phase, and 208/120 volt three phase.

If a member requires a different voltage level than those listed above, they will have to purchase and install a dry tape transformer that will convert one of these voltage levels to the voltage level that is desired.



Service Procedures

Temporary Service

Temporary service may be provided in two instances:

- *To serve a nonpermanent structure which will be removed in a short time; or*
- *To provide electric service to construct a permanent structure (service limited to 90 days)*

There is a nonrefundable up-and-down fee for temporary service to a nonpermanent structure. A service deposit may also apply.

Temporary service implies permanent service will follow. Should you obtain permanent service from another power supplier after receiving temporary service from WRVEC, we will assess you one half the cost of installing the service. In addition, you will be responsible for a minimum bill for twelve months.



Services from the same meter

Two or more families shall not receive electricity from the same meter. If such a situation is discovered, the meter may be disconnected. Separate meters are required for homes or trailers when they are permanent and when WRVEC can feasibly build the services to those structures.

Service Procedures

Moving electric lines

We will relocate poles and electric lines when requested whenever feasible. The party making the request must bear the cost of moving the poles and lines. Those costs must be paid in full before work can begin.

Ten feet rule

Section 319.080 of the General Safety Requirements – Activities within ten feet of power lines prohibited – Unless danger against contact with high voltage overhead lines has been guarded against as provided by section 319.083, no person, individually or through an agent or employee, shall store, operate, erect, maintain, move or transport any tools, machinery, equipment, supplies or materials or any other device that conducts electricity within ten feet of any high voltage overhead line, or perform or require any other person to perform any function or activity upon any land, building, highway or other premises, if at any time during the performance thereof it could reasonably be expected that the person performing the function or activity could move or be placed within ten feet of any high voltage overhead line.

Underground service line

Any member wanting secondary underground service from the transformer to a building or equipment (not to exceed 150' in length) is responsible for opening and closing the trench, including all backfill. WRVEC will furnish protection for the secondary conductors (PVC Schedule 40 plastic pipe). The member may incur some of the cost depending on the situation. You must schedule in advance the date and time for opening and closing the trench so that WRVEC can perform an inspection of the depth of the trench.



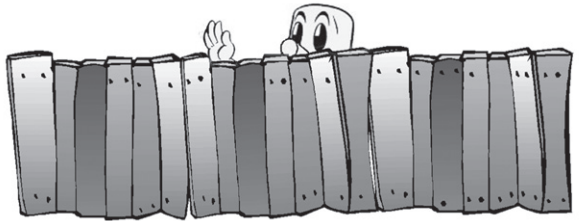
Service Procedures

Access to premises

Authorized cooperative representatives must have access to your premises in order to maintain, remove and/or replace cooperative property and to conduct any other activities associated with supplying you electric service.

Employees of WRVEC must have access to your property for emergency repairs, removals, replacement and operation of WRVEC's facilities.

If a locked gate prevents a WRVEC employee from entering your property, an additional lock may be installed by WRVEC.



Meter tampering

WRVEC seals electric meters for two reasons. First, for the safety of the member-owner, the seal protects you by making the meter off limits. Secondary voltage of 120/240 kills more people than any other voltage. Only trained, authorized service men and women can safely remove the seal. Even experienced electricians must obtain permission from WRVEC before removing the meter seal.

The second reason meters are sealed is to prevent electricity theft. When someone tampers with a meter they face a variety of consequences including, but not limited to, legal action, a bad credit rating and the chance of losing electric service completely.

Periodically WRVEC visits all locations to verify meter readings and ensure meter seals are in tact. We need your help in controlling electricity theft. You are urged to contact WRVEC if you see something suspicious in your area.



Account Information

Payment procedures

You will receive your electric bill on a monthly basis. WRVEC offers several convenient payment options to fit your needs.

Payment is due upon receipt and delinquent after 15 days. Once the bill becomes delinquent, a notice will be mailed and a two percent (2.0%) penalty will apply to current charges.

If service is disconnected because of a delinquent bill, the delinquent bill and all applicable fees must be paid in order for service to be restored. There is an additional service charge for “same-day” reconnect service after working hours.



Deposits

Residential Deposits:

- Two months average (or estimated) electric use or the minimum amount as reflected in the current schedule of fees.
- Deposit waived with suitable letter of credit from previous utility provider.
- Deposits for service are refundable after 12 months of good credit.

Commercial/Business Deposits:

- Two months average electric use based on highest load month.
- Deposit waived with irrevocable letter of credit or surety bond.
- Minimum deposit of one month's average use with suitable letter of credit from previous utility provider.
- Deposits for service are refundable after 12 months of good credit.



Account Information

Payment options

Budget Billing

This special billing plan may help you fit your electric bill into your monthly budget. It is most beneficial if you experience extreme seasonal highs and lows in your electric use. Once you are approved for this plan, we will determine your average monthly kilowatt-hour use based on your most recent 12-month history. You will be billed that amount every month. At the end of the year, we will determine your actual use, compare it with your budget-billing amount and adjust your bill accordingly. Only residential members who have resided in their present location for at least one year are eligible for budget billing.

Bank Draft

Let us take care of the hassle and worry of paying your bill for you by signing up for our bank draft program. When you do, the cooperative will automatically transfer funds from your chosen checking account to pay your electric bill each month. The funds will be taken out on the due date that is posted on your bill.



Account Information

Payment options continued

Annual Billing

Under this plan, you may prepay an entire year's estimated electric use. Annual billing eliminates the need for monthly bills. Members served on a non-permanent basis or seasonal basis are eligible for this plan.

Credit Card/ Debit Card

You can use your VISA, MASTERCARD or debit card to pay your electric bill or purchase products and services from WRVEC. Simply present your Visa, MasterCard or debit card to one of our customer service representatives when paying your bill at any one of our offices or go online to www.whiteriver.org to our Online Bill Pay. You can also pay your bill over the phone by calling 1-800-477-6408 and we will charge your credit card account per your request.



In case of power failure

WRVEC will always attempt to keep any power outages to a minimum. However, they can occur. Member-owners who have critical or sensitive equipment that require electricity to operate (i.e. milking machines, computers, life-support systems, three-phase motors, etc.) should arrange for a backup power system (generator) if they feel the loss of power from WRVEC will cause a hardship. Protective devices, such as surge suppressors, are available to guard against equipment damage.

Members with three-phase service, in particular, should understand that some outages can cause one or two “phases” to fail. When the three-phase equipment operates on less voltage than it is designed for, motors and equipment can be damaged. Backup generation and/or protective devices can help guard against these occurrences.

WRVEC is available to assist member-owners in the selection of stand-by equipment and protective devices. For safety reasons, the Engineering department must be consulted if generators are installed

What to do in case of power failure

- Check your fuses or circuit breakers to be sure they are working correctly. Be sure to check main fuses or breakers at meter location. If part of your lights burn or some of your receptacles work, the trouble is probably within your own electric system.
- If you have no power at all, check with your neighbors to see if they have electricity. This will help determine whether trouble is caused by the transformer serving your home or is more general in nature.
- ***To report an outage call our 24-hour reporting line at (417) 335-9333 or toll-free at (800) 695-0056.***



Statement of nondiscrimination

White River Valley Electric Cooperative is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Dobie Youngblood. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.



We have the power to make a difference.

Fuels used to generate electricity are getting more expensive. That's driving prices up. Your electric cooperative is working hard to make a difference. By investing in new technology to improve efficiency and reliability, your local co-op is looking out for you.

As part of your electric co-op, you are also part of the solution.





Tim chose this area to open his business because the local electric co-op gave him the power. And the electricity, too.

Only your local electric co-op makes every customer an owner of the business. Unlike other electric utilities, your co-op exists to make sure your needs are always met, not to make a profit. And since every electric co-op is locally owned and operated, your co-op is always there with you, reinvesting in your community. That's why in an electric co-op, the people have the power.



We're all in this together.

