

Big Sandy Rural Electric Cooperative

**Member  
Information  
and  
Service  
Handbook**

 **Big Sandy RECC**

A Touchstone Energy<sup>®</sup> Cooperative 

Revised January 2011

Integrity • Stewardship • Innovation • Commitment to Community • Commitment to Employees

## Table of Contents

<b>Welcome to the Cooperative</b> .....	2
<b>Account Information</b> .....	3
Membership .....	3
Deposits .....	3
Starting/Stopping/Transferring Service .....	3
Information Changes .....	4
Return Check Charge .....	4
Delinquent Account .....	4
Capital Credits .....	4
<b>Understanding and Paying your Bill</b> ...	5
Electric Bills .....	5
Reading Your Bill .....	6
Payment Options .....	7
Special Payment Arrangements .....	8
<b>Building or Renovating</b> .....	9
Before You Dig or Build .....	9
New Construction .....	9
<b>Other Services</b> .....	10
Publications .....	10
Security Lights .....	10
EnviroWatts .....	11
Programs for Community Events .....	11
<b>Helpful Hints and Other Information</b> ...	12
Life Support/Medical Equipment .....	12
Trees in Lines .....	13
In the Event of an Outage .....	13
Reporting an Outage .....	14
Continuity of Service .....	15
Electric Meters .....	15
Energy Theft .....	16
History and General Information .....	17
Statement of Nondiscrimination .....	19
Service Entrances .....	20

## Welcome to the Cooperative

Dear New Member,

I would like to personally welcome you to Big Sandy RECC. We are glad you chose to locate in our service area. We will do everything we can to make your experience with us as pleasant as possible.

Big Sandy RECC was organized as part of a nationwide movement to bring electricity to the unserved, rural portions of the United States. Big Sandy RECC is a member-owned, not-for-profit enterprise, providing its member-owners with many energy-related services and other benefits. Our service territory stretches across eight counties (Floyd, Johnson, Martin, Lawrence, Knott, Morgan, Magoffin and Breathitt) serving over 13,000 members.

Our primary business is distributing electricity; however, we provide much more through our integrity, stewardship, innovation, commitment to community, and commitment to employees. By incorporating these five core values into our cooperative philosophy, we maintain our focus on continuously improving our service to you.

This handbook gives you an overview of Big Sandy RECC, the services we offer, and the benefits of membership. If you see a service you want or would like additional information about something in this handbook, please contact us. Our aim is to develop a long lasting relationship by providing you top quality service.

Sincerely,



David A. Estep

## Account Information

### MEMBERSHIP

As a part of your request for service, you filled out an application for service and paid a \$25 membership fee. The application will remain on file at Big Sandy RECC for proof of service request, contact information, and applicant verification. The membership fee is held and applied to your final bill when you leave our service territory. Please refer to the Big Sandy RECC Bylaws for additional details regarding membership, voting rights, board members, and meetings.

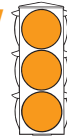
### DEPOSITS



You may have been required to pay a deposit to ensure outstanding bills will be paid. The amount of the deposit was determined by credit check.

Any residential deposit collected will be retained for 24 months and earn interest at the rate of six percent, compounded annually. After 24 months, the deposit plus accumulated interest may be refunded if the account has been paid on time each month. Deposits will continue to be retained on accounts not being paid by the due date each month.

### STARTING/STOPPING/ TRANSFERRING SERVICE



To start service at an existing location, please provide our office with the following information.

- location/address
- meter number (if possible)
- name of previous occupant (if known)
- name of nearest neighbor (if known)

If you are moving, please contact Big Sandy RECC to update your account. When calling, please have your Big Sandy RECC account number or your social security number available. Also, it is helpful if you provide the customer service representative with the moving date and a forwarding address.

If you are moving to a new address in Big Sandy RECC's service area, please call before the move to transfer your service from one location to the other without any break in service. Please have your account number and the meter number and/or location of the new service.

## Account Information

### INFORMATION CHANGES

It is your responsibility to notify Big Sandy RECC of any changes in your account information. These changes may include, but are not limited to name, mailing address, phone number, or service location.

### RETURN CHECK CHARGE

A return check fee will be assessed to you each time an unpaid check is returned to Big Sandy RECC.



### DELINQUENT ACCOUNT

If your bill is not paid by the due date printed on the bill, it is considered delinquent and you forfeit the prompt payment discount. At that time, Big Sandy RECC will send you a reminder showing the amount due and include an absolute payment date to avoid disconnection or paying additional fees.

### CAPITAL CREDITS

Capital credits represent Big Sandy RECC's operating margin, monies which are left over beyond the Cooperative's operating expenses. These margins are assigned to you on a pro-rata basis and represent your share of ownership in Big Sandy RECC. They should not be viewed as profit to either the Cooperative or its members. This money, along with debt capital (borrowed funds), is used to finance capital improvements.

#### Refunds of Capital Credits

The Board of Directors may make a general retirement of Capital Credit Funds whenever Big Sandy RECC is in a sound financial position and can make distribution of funds without jeopardizing planned growth and activities affecting the reliability of service to our members.



The Board of Directors does authorize payment to the estates of deceased members. These payments can be received in a lump-sum or annually.

## Understanding and Paying your Bill

### **ELECTRIC BILLS**

Your electric meter will be read about the same time each month. Normally, your bill will average approximately 30 days of service; however, depending on the number of working days in a month, bad weather, or holiday schedules, it could vary between 28 and 35 days.

You should receive your bill within 5 to 7 days after the meter is read. If you notice any discrepancies in your bill, please contact Big Sandy RECC immediately, otherwise you will have approximately 15 days from the billing date to remit payment.

If for some reason you do not receive your regular monthly bill, you are still responsible for timely payment. If you have not received your bill at the usual time, please contact us for the payment amount and/or help locating your bill or check with the post office. You may also view and pay your bill at [www.bigsandyrecc.com](http://www.bigsandyrecc.com).

### **Fuel Adjustment / Environmental Surcharge**

The fuel adjustment charge/credit is the mechanism used to adjust for fluctuations in the price of fuels (primarily coal and natural gas) used to generate electricity.

The environmental surcharge provides for the recovery of costs incurred to comply with federally mandated environmental clean air requirements.

*Monies Big Sandy RECC collects for both the fuel adjustment and environmental surcharge are remitted in full each month back to our power supplier, East Kentucky Power Cooperative. Furthermore, the calculation and application of both the fuel adjustment charge and the environmental surcharge is subject to extensive reviews by the Kentucky Public Service Commission on a monthly basis.*

### **Taxes**

On the electric bill you will notice taxes have been added into the total amount due. Big Sandy RECC is required by the state to collect various taxes. First, the school tax is collected for the board of education and provides additional monies for local schools in applicable areas.

## Understanding and Paying your Bill

## READING YOUR BILL

**BIG SANDY RURAL ELECTRIC COOPERATIVE CORPORATION**

504 11TH Street, Paintsville, KY 41240 (606) 789-4095  
 204 Glyn View Plaza, Prestonsburg, KY 41653 (606) 886-2987  
 Office Hours: 7:30 A.M.-4:00 P.M. Monday-Friday, 1-888-789-7322  
 Office Hours: 8:00 A.M.-4:30 P.M. Monday-Friday, 1-888-789-7322

A Touchstone Energy Cooperative

ACCOUNT NUMBER	NAME	RATE CLASS	TYPE	LOCATION NUMBER	METER NUMBER
111101	DOE JOHN	1 16		0 407000	999444607

FROM	NO. DAYS	READ TYPE	PREVIOUS READING	PRESENT READING	METER MULTIPLIER	KWH USAGE	CHARGES
11/23/09	35		64444	67226	1	2782	266.22
-0.009617 FUEL COST							-26.75
ENVIRONMENTAL SURCHARGE							25.12
SCHOOL TAX							7.94
TOTAL CURRENT BILL DUE 01/15/10							272.53
PREVIOUS AMOUNT DUE							129.16
THANK YOU FOR YOUR PAYMENT 12/04/09							-129.16
TOTAL AMOUNT DUE							272.53

**FUEL FACTOR** -0.009617

DAYS SERVICE	TOTAL KWH	AVG. KW/DAY	COST PER DAY
35	2782	77	6.65
29	1758	64	3.94
30	2628	87	7.21

**YOUR ELECTRICITY USE OVER THE LAST 12 MONTHS**

Failure to pay the amount due by the 15th of the month will result in a seven percent (7%) penalty charge.  
 State sales tax and / or s included when applicable.

CODE	TYPE BILL	ABBREVIATIONS
1 Energy	8 Regular Bill	KWH KiloWatt-Hours
2 State Tax	9 Paratask	KW DEMAND KiloWatt Demand
3 Local Tax	1 Estimated	(S) Dollars Credit or Overpayment
4 Fuel Cost Adj	2 Minimum	
5 Misc	4 Fixed Bill	
6 Other Charges	5 Paratask	
7 Contracts/Waterization	6 Paratask Minimum	
8 Meter and Meter Deposit	7 Budget Plan	
9 Interest	8 Contracts/Waterization	
10 Paratask		
40 General Retirement Credit		

RETAIN THIS COPY FOR YOUR RECORDS  
PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

ACCOUNT NUMBER	LOCATION NUMBER	PREVIOUS READING	CURRENT BILL
111101	407000	67226	272.53
BILLING DATE	DUE DATE	IF PAST DUE PAY	PREVIOUS BALANCE
01/01/10	01/15/10	THIS AMOUNT	0.00
			TOTAL AMOUNT DUE
			272.53
			291.05

Big Sandy Rural Electric Cooperative Corporation  
 504 11TH Street, Paintsville, KY 41240-1422  
 ADDRESS SERVICE REQUESTED

DOE JOHN  
 123 BIG SANDY BLVD  
 PAINTSVILLE KY 41240

Big Sandy Rural Electric Cooperative Corporation  
 504 11TH Street, Paintsville, KY 41240-1422

000000000 0005065601 00000027253 00000029105 3

A- how to reach us  
 B- account number  
 C- number of days in cycle  
 D- energy usage  
 E- explanation of charges  
 F- previous usage data

G- due date  
 H- amount due  
 I- gross amount due after due date  
 J- where to send bill  
 K- meter number  
 L- type bill

## Understanding and Paying your Bill

### PAYMENT OPTIONS

#### Pay at our office

##### MAIN OFFICE

504 Eleventh Street  
Paintsville, KY 41240  
606-789-4095  
toll-free: 888-789-7322

#### Other Payment Locations

The Citizens National Bank at  
Centre Point in Floyd county.

#### VIRTUAL OFFICE

[www.bigsandyrecc.com](http://www.bigsandyrecc.com)

Our office is open from 7:30am-4:30pm Monday through Friday. You can use your credit card or check to pay over the phone by calling 1-888-789-7322. Please have your account number ready. You can use the night drop to make payments after hours at any of these locations, or you can pay your bill online using your credit card or check.

Big Sandy RECC accepts Mastercard, Visa.



#### Electronic Payment Options

##### Bank Draft

You can sign up to have your bill automatically deducted from your checking account every month. Big Sandy RECC will deduct the full amount due from your checking account on the due date each month.

##### Credit Card

You can sign up to have your bill automatically added to your credit card balance every month. Big Sandy RECC will charge the full amount due to your credit card on the due date each month.

##### Online

Visit [www.bigsandyrecc.com](http://www.bigsandyrecc.com) and use your credit card or checking account to pay your electric bill.

## Understanding and Paying your Bill

### SPECIAL PAYMENT ARRANGEMENTS

We urge all our members to make an effort to pay their bills promptly. We realize that occasionally unexpected personal or economic conditions may create a problem that prevents you from paying your bill as agreed. When this happens, please contact Big Sandy RECC before the due date to make arrangements to pay the outstanding bill.

We review each request on a case-by-case basis, and when there is a history of regular payments, our representatives are available to work out a mutually acceptable solution. We may be able to set up a reasonable payment schedule that will bring your account back to normal status. Please let us know as soon as possible about your payment problems. It will make it easier for us to assist you.

### Budget Billing

To assist you in combating the problem of fluctuating monthly bills, Big Sandy RECC makes available to qualified members a levelized monthly payment plan. This plan is available to residential consumers who have received service at the same location under the same name for a minimum of 12 months. The account must also be in a current status at the time of enrollment. This is a continuous plan and payments are based on your average monthly kilowatt hour usage.



Under this plan, during months when electric usage is the lowest, a credit may accumulate. However, during months of higher usage, your payment will be smaller.

If you fail to pay the exact amount by the due date each month, have a returned check, or don't pay, it will result in the removal of your account from the plan and any accumulated outstanding balance shall become due and payable.

### Notation

Fiscal year: August - July  
Please contact our office in June or July to begin budget billing at the beginning of the plan schedule.

## Building or Renovating

### BEFORE YOU DIG OR BUILD

When planning an addition to your home or building a new structure, look up to make sure that there are no overhead power lines that would create a safety hazard during construction or when the building is completed. Also, in many areas, homes are served by underground electric lines. If you cut into a line, not only will you interrupt service to your home, but you could also receive a serious shock!

If you need assistance in locating buried cable, call our office at 888-789-7322.

It is the responsibility of the person or firm disturbing the earth's surface to notify owners of underground facilities of planned work near those lines or facilities. This includes homeowners, as well as excavation contractors.

Please call at least two working days before you dig to allow for proper locating.

If you are building an addition to your house, do not enclose an outdoor electric meter within the new structure. Electric meters must be accessible for the purpose of installation, operation, meter reading, maintenance, or removal of utility property.

### NEW CONSTRUCTION

A new home is required by law to have the wiring inspected before

the electricity can be powered. To ensure the wiring meets the state standards, a state electrical inspector needs to make the inspection. Since electrical inspectors are not representatives or employees of Big Sandy RECC, it is the customer's responsibility to arrange the inspection and make sure the cooperative is notified of the approval. Big Sandy RECC must be notified of approval before service can be established. To avoid any delays, discuss the matter with a Big Sandy RECC representative before starting construction.

#### State Electrical Inspectors

##### Johnson County

John Turnley 285-3037  
HD Gullett 349-2137

##### Floyd County

Bob Carpenter 886-1010  
(for city limits only)  
886-8812 home

Darrell Stephens 874-2714  
(for county only)

##### Lawrence County

David Pinson 673-3659  
closed county

##### Martin County

Larry Joe Horn 297-7477

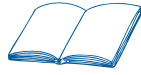
##### Breathitt Co & Knott County

Lloyd Fletcher 666-7308 home  
568-4020 pager

##### Knott County

Donnie Hicks 743-4334  
743-6838

## Other Services

**PUBLICATIONS**

As an Big Sandy RECC member, you will receive the *Kentucky Living* magazine each month. This publication serves as the official voice of Kentucky's rural electric cooperatives and contains articles on energy conservation, legislative matters, and general interest.

The center section of the magazine includes Big Sandy RECC's member newsletter, *Community Connection*. It includes any necessary "official legal notices," news about Big Sandy RECC, and any activities, policies, procedures, rates, new products, electrical safety, or other issues affecting members.

**SECURITY LIGHTS**

Security lighting or yard lights are services we provide to our members for a nominal monthly fee. A security light can be requested at any Big Sandy RECC office or our website [www.bigsandyrecc.com](http://www.bigsandyrecc.com). Please allow up to 20 working days to install a security light. A security light that needs repair will be repaired at no charge to the member if the maintenance needed is a result of normal usage. If the light requires service as a result of vandalism, there will be a charge.

## Other Services

### **ENVIROWATTS**

EnviroWatts is Big Sandy RECC's way of giving you the opportunity to purchase renewable energy generated by methane gas collected off landfills. Although this new technology does present a slight increase in price to the consumer, the environmental benefits are well worth it. By investing in EnviroWatts, you can make a difference in something that is important...improving the environment. All revenue from EnviroWatts will be reinvested in the development of additional renewable resources or facilities. Call a Big Sandy RECC office to sign up.

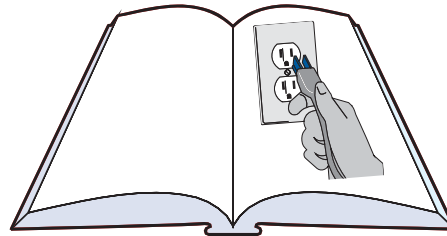
### **PROGRAMS FOR COMMUNITY EVENTS**

Big Sandy RECC has a number of programs on energy-related matters available for your community or civic club meetings. Contact Big Sandy RECC for more information and the availability of speakers.

### **Energy/Safety Education**

These exciting and innovative programs teach school children the essentials of energy efficiency and electrical safety. In the safety program, we demonstrate and explain the excitement and potential danger of electricity.

As electrical usage continues to change and grow, the lessons tomorrow's members learn today will help them enjoy a more prosperous and safe life in the future.



## Helpful Hints and Other Information

### **LIFE SUPPORT/MEDICAL EQUIPMENT**

If you or someone living in your home depends on life support medical equipment prescribed by a physician, Big Sandy RECC needs to be made aware of the situation.



Although Big Sandy RECC makes every effort to provide continuous electric service, unavoidable outages do sometimes occur, particularly during inclement weather. When these outages occur, our service teams need to know which members face critical life or death circumstances due to the loss of electrical service. They can then give these members priority in restoring service.

Since Big Sandy RECC cannot guarantee uninterrupted service, it is the responsibility of the member to acquire a back-up power supply (batteries, generator, etc.) if the nature of the medical equipment makes this a necessity. If you install a standby generator, please contact our Engineering Department for recommended wiring procedures that will ensure that electricity from your generator will not enter Big Sandy RECC's distribution lines and create a hazardous condition for those workers repairing the lines.

## Helpful Hints and Other Information

### TREES IN LINES

The wires that provide electricity from the last pole to your house are usually covered with an insulating material that prevents electrical loss and protects them from damage.

The wires that provide electricity from the last pole to your house are usually covered with an insulating material that prevents electrical loss and protects them from damage.

Big Sandy RECC does not cut or trim trees from service drops unless a limb is putting excessive pressure on the line or has damaged the line.

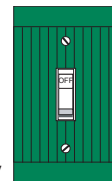
From pole to pole, the wires are normally bare. If trees become entangled with these lines, it could cause an electrical outage or become a safety hazard. If you observe such a condition, you should advise Big Sandy RECC so a representative can be sent out to check the line. We can usually clear these hazards during our next scheduled tree trimming in your area or neighborhood.

When a tree makes contact with an overhead power line:

1. Electricity will flow through the tree into the ground and this could be hazardous, as well as wasteful.
2. Power interruption can result, affecting a number of homes and businesses in the area.
3. During high winds and storms, power lines could be severely damaged, causing power outages.
4. Children may climb or play around lines, which could cause serious hazards. Big Sandy RECC encourages all members to talk with their children about these potential hazards and take precautions by planting trees away from power lines.

### IN THE EVENT OF AN OUTAGE

- First, check fuses or the circuit breaker.
- Then check your neighborhood to determine if the electricity is off in your area.
- If the area electricity is off, call Big Sandy RECC toll-free 1-888-789-7322 and report that the power is off. For more information, turn to page 14.



## Helpful Hints and Other Information

### REPORTING AN OUTAGE

When reporting an outage, please be prepared to report:



- member name
- phone number
- location of service
- pole number
- account number, if available.

Please report all information regarding an outage to help Big Sandy RECC personnel locate the problem in order that power may be quickly restored.

It is important that you report any outage promptly. Don't assume that someone else has reported it. Your calls help us determine the extent and specific location of outages. We particularly want to know about any dangerous or life-threatening

situations.

Big Sandy RECC has personnel on duty 24 hours a day to answer your calls for emergency service. They are able to dispatch line crews to restore power in outage or emergency situations.

**For this to work, it is necessary that Big Sandy RECC have your CORRECT phone number in our records. To change your phone number, call us at 1-888-789-7322.**

## Helpful Hints and Other Information

### CONTINUITY OF SERVICE

Big Sandy RECC will use reasonable diligence to maintain uninterrupted electric service, but does not guarantee a constant or regular supply and shall not be liable for damage due to variation or interruptions in such supply. Any interruptions or irregularities in service should be reported to Big Sandy RECC immediately. Big Sandy RECC may interrupt service to any member or group of members for:

- Protection of life or property.
- Making repairs, changes, or improvements in the system.
- Prevention of, or to alleviate, an emergency threatening the integrity of the system.
- Aid in the restoration of service to system components.

Circumstances permitting, Big Sandy RECC will give members reasonable notice of any anticipated suspension of service.

Should service be interrupted for any of the above reasons, or should service fail by reason of accident, strike, legal process, governmental interference, or any cause beyond its control, Big Sandy RECC shall not be liable for damages, direct or consequential, resulting therefrom.

### ELECTRIC METERS

The Public Service Commission requires periodic testing of electric meters. Meters are tested by the manufacturer and by our certified employees Big Sandy RECC monitors meter reliability through testing and statistical analysis. By doing this, we can be sure that our meters are accurate.



If you feel that your electric meter is registering inaccurately, you may request a special meter test by contacting Big Sandy RECC. The test will be made as soon as the required fee (meter test deposit) is paid. The member may witness the test if desired.

If the meter tests within the prescribed limits of the Public Service Commission, the fee is retained by Big Sandy RECC to offset the cost of the meter test. If the test shows the meter to be operating outside of the prescribed limits, the meter test deposit will be refunded, and adjustments will be made to prior bills, according to the Public Service Commission regulations.

## ENERGY THEFT

### *It's Against the Law*

Under Kentucky law, unauthorized use of power through tampering with the electric meter or unlawfully reconnecting electric service, which has been disconnected by Big Sandy RECC, could result in a fine of up to \$10,000 or twice the gain from theft, whichever is greater, or imprisonment for up to five years. The cost of service stolen or equipment damaged may also be recovered.

It is not necessary to be caught in the act of tampering with a meter in order to be prosecuted.

When a thief tampers with a utility meter to steal energy, it's honest members who pay the bill. Our employees have been trained to detect signs of meter tampering. This is in the best interest of all our members.

**If you suspect anyone of meter tampering**, please report it to Big Sandy RECC. The information will be kept confidential, and you could help save money for yourself and other honest customers.

If an electrician, contractor, or other craftsman is working on the wiring in your home or installing appliances and finds it necessary to gain access to the meter installation, contact Big Sandy RECC for instructions. **No one, except Big Sandy RECC personnel, is authorized to cut a seal or remove a meter without prior approval by Big Sandy RECC.** Checking with us first can prevent any unintentional involvement in meter tampering investigations.



## Helpful Hints and Other Information

### HISTORY AND GENERAL INFORMATION

Big Sandy RECC has served Eastern Kentucky's energy needs since 1940 when the first lines were energized.

Today, Big Sandy RECC serves over 13,000 members and has more than 1,000 miles of energized line.

As a member-owned, not-for-profit organization, Big Sandy RECC operates on four basic principles:

1. Membership is open to everyone within Big Sandy RECC's geographic service area. No one will be denied service on the grounds of race, religion, sex, national origin, or handicap.
2. Each member (individual and corporate) has one vote.
3. The Cooperative is not-for-profit.
4. Cooperative members through the rate they pay, contribute patronage capital to build ownership in their system and assure sound financial operation.

As a member-owner, you have rights and responsibilities concerning the Cooperative. Your rights include fair treatment, access to information, and most importantly, an active part in the operation of Big Sandy RECC.

Through your participation in meetings and elections, your voice can be heard. It is up to you to treat your rights as responsibilities.

The Cooperative is supervised by an elected Board of Directors. Candidates for seats on the Board of Directors can either be selected by a nominating committee or by a petition. Board members are elected to serve for three years and may be elected by a plurality vote of members. Please refer to the Big Sandy RECC Bylaws for additional details regarding membership, voting rights, board members, and meetings.

The Kentucky Public Service Commission (PSC) regulates Big Sandy RECC on matters related to retail rate structure, energy conservation, and territorial agreements with neighboring utilities. The PSC also has regulatory authority over the wholesale rates, which determines the Cooperative's purchased power costs. The Cooperative's elected Board of Directors, however, is the most important regulatory authority in its role of representing our members as the Cooperative's chief policy makers.

## Helpful Hints and Other Information

### Annual Meeting

Each year, usually during May, you will be invited to attend Big Sandy RECC's Annual Meeting. This meeting allows you to hear reports on the operation and financial condition of the Cooperative, elect directors, and transact other business requiring member involvement or approval. It is also a time to join your neighbors for fun and entertainment, register for free prizes, learn ways to use electricity wisely, and stay informed on factors affecting the cost of your electricity.

Big Sandy RECC will publicize the date, place, and time of the annual meeting.

### Touchstone Energy®

Touchstone Energy® is a nationwide network of local, consumer-owned energy service providers. This network has been established to bring cooperatives closer to their residential, business, commercial, and industrial members. Through the use of innovative programs and national recognition, local cooperatives can provide better service to their local communities in both personal attention and national resources.

### Core Values

*The following values are our central focus in providing quality service to our Membership:*

#### INTEGRITY

We will incorporate the highest ethical standards in all interactions with our teammates, members, and community. In doing so, we will dedicate ourselves to honesty, trustworthiness, good character, and the highest personal and professional conduct.

#### STEWARDSHIP

We will ensure the best utilization of employees, technology, facilities, and financial resources to provide high-quality, professional service.

#### INNOVATION

We will embrace dynamic and innovative approaches in providing quality service through new technologies and continual process improvement.

#### COMMITMENT TO COMMUNITY

We will focus our actions and attitudes on the best interests of our members and community.

#### COMMITMENT TO EMPLOYEES

We will foster individual and organizational success through training, empowerment, open and timely communications, teamwork, and a safe working environment. We recognize the value of each teammate's contribution to the success of the organization and believe in sharing the financial rewards that result from individual and team efforts.

## Statement of Nondiscrimination

### Statement of Nondiscrimination

Big Sandy RECC, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.)

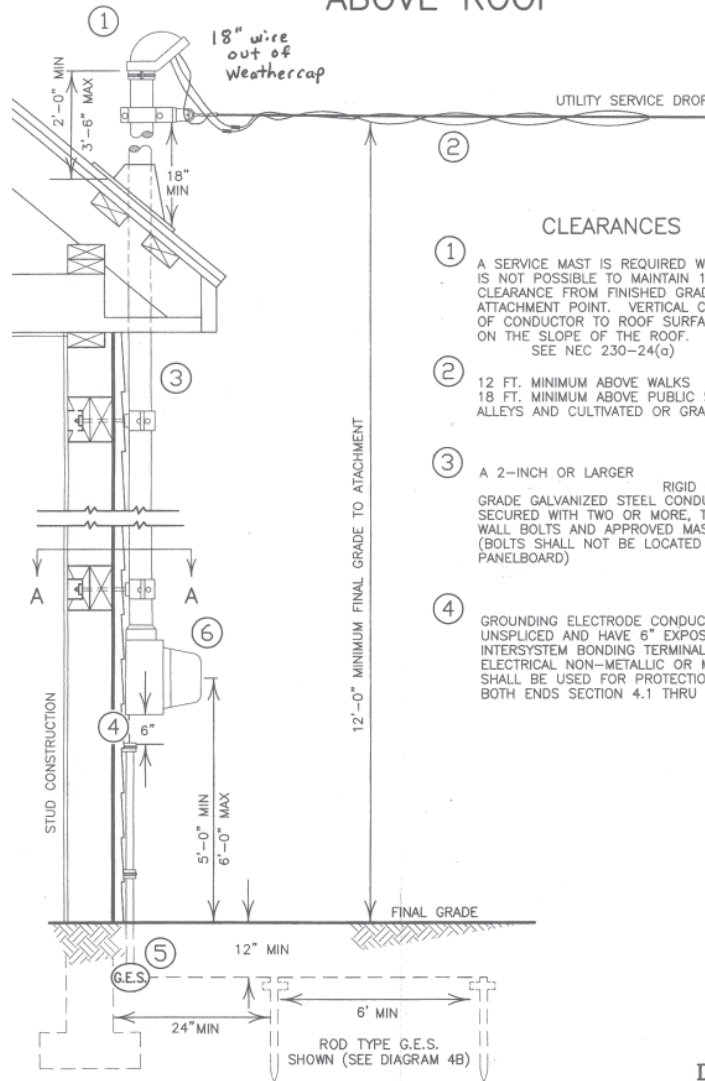
The person responsible for coordinating this organization's nondiscrimination compliance efforts is Bobby Sexton, President/CEO. Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

Service Entrances



Big Sandy RECC  
Typical Overhead Service Entrance

ABOVE ROOF



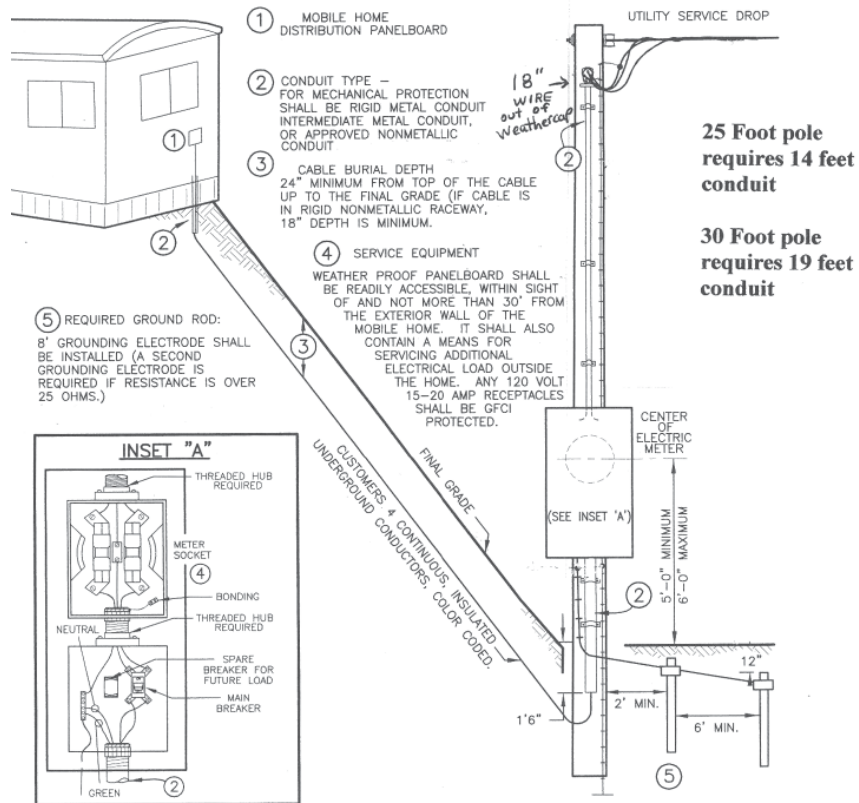
CLEARANCES

- ① A SERVICE MAST IS REQUIRED WHEN IT IS NOT POSSIBLE TO MAINTAIN 12-FT. CLEARANCE FROM FINISHED GRADE TO ATTACHMENT POINT. VERTICAL CLEARANCE OF CONDUCTOR TO ROOF SURFACE DEPENDS ON THE SLOPE OF THE ROOF. SEE NEC 230-24(a)
- ② 12 FT. MINIMUM ABOVE WALKS  
18 FT. MINIMUM ABOVE PUBLIC STREETS, ALLEYS AND CULTIVATED OR GRAZING AREAS.
- ③ A 2-INCH OR LARGER RIGID OR INTERMEDIATE GRADE GALVANIZED STEEL CONDUIT TO BE SECURED WITH TWO OR MORE, THROUGH-THE-WALL BOLTS AND APPROVED MAST CLAMPS. (BOLTS SHALL NOT BE LOCATED INSIDE PANELBOARD)
- ④ GROUNDING ELECTRODE CONDUCTORS SHALL BE UNSPLICED AND HAVE 3" EXPOSED FOR THE INTERSYSTEM BONDING TERMINAL FOR OTHER SYSTEMS. ELECTRICAL NON-METALLIC OR METALLIC CONDUIT SHALL BE USED FOR PROTECTION (IF METALLIC BOND BOTH ENDS SECTION 4.1 THRU 4.6) & (NEC 250.94)

Diagram 3-C



Typical Mobile Home Service Entrance with Big Sandy RECC installed service pole.



AMPS	SERVICE ENTRANCE WEATHERHEAD TO DISCONNECT CONDUCTOR THW OR EQUIV.				FEEDER CIRCUIT SERVICE POLE TO MOBILE HOME CONDUCTOR RHW,UF,URD,OR EQUIV.				INSULATED COPPER GROUNDING WIRE (GREEN)
	COPPER CONDUIT	ALUM CONDUIT	COPPER CONDUIT	ALUM CONDUIT	COPPER CONDUIT	ALUM CONDUIT	COPPER CONDUIT	ALUM CONDUIT	
100	#4	1 1/4"	#2	1 1/4"	#4	1 1/4"	#2	1 1/4"	#8
200	#2/0	1 1/2"	#4/0	2"	#2/0	2"	#4/0	2"	#6

State Electrical Inspector must inspect and provide compliance form.



# Big Sandy RECC

A Touchstone Energy<sup>®</sup> Cooperative 

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