

SCENIC RIVERS ENERGY COOPERATIVE
POLICY BULLETIN NO. 10-1A

SUBJECT: Sales Promotion - Water Heater Sales and Service

POLICY: The Cooperative will provide water heaters and services for members

RESPONSIBILITY: Load Management Department and Employees

PROCEDURE:

1. Water heaters will be sold to members with discounts. They are also sold to non-members for cost plus 20%.
2. Must be installed on co-op lines and a load management control must be installed to receive the member discount.
3. Scenic Rivers Energy Cooperative will contract to install water heaters for cost of labor and overhead on consumer premises, plus cost of materials, or the member will be responsible for the installation.
4. Water heaters we sell will be maintained free of charge for a period of 6 years from the date of purchase if the location has a water softener and the warranty will only be for one year if there is no water softener.

Water Softeners

1. As it is in the best interests of the cooperative's water heater program for members to have water softeners, the cooperative may from time to time engage in promotions with local water softener dealers to promote the sale of water softeners.
2. It is anticipated that if the cooperative makes the sale of a water softener, a markup of only 10 percent of cost will be added to cover our time, effort, and expenses. Such sales will only be made to our members.

This policy supersedes and cancels all similar policies prior to this date.

DATE ADOPTED: 12/30/87

DATE REVISED: 08/26/04