

## YOUR RIGHTS AS A CUSTOMER

**LAMB COUNTY ELECTRIC COOPERATIVE, INC.** is a cooperative organization dedicated to providing its membership with dependable electric service.

**LAMB COUNTY ELECTRIC COOPERATIVE, INC.** is located at 2415 S Phelps, Littlefield TX 79339. Business hours are 8:00 A.M. to 5:00 P.M. Monday through Friday. Our telephone number is (806) 385-5191.

**ELECTRIC UTILITY SERVICE IS PROVIDED BY LCEC WITHOUT DISCRIMINATION** as to a customer's race, nationality, color, religion, sex, or marital status.

**INFORMATION CONCERNING RATES AND SERVICES IS AVAILABLE AT OUR OFFICE** for examination by you as a member of LCEC. You may also obtain from us copies of all applicable rate schedules, service tariffs and rules at reproduction cost. Cost of postage will be added should you request copies to be mailed.

**PROMPT PAYMENT OF YOUR BILL IS ALWAYS APPRECIATED.** Your electric bill is due and payable on the date of issuance. **The bill becomes delinquent (16) days after the date of issuance.** The delinquent date is shown on your bill. If the bill is not paid **BEFORE** disconnection date, electric service is subject to disconnection.

**PAYMENTS** may be made at one of the following locations:

\*Lamb County Electric Cooperative, 2415 S Phelps, Littlefield TX;

\*Online at [www.lcec.coop](http://www.lcec.coop);

\***PAY BY PHONE at 866-999-4493;**

\*MoneyGram (Inside any Walmart or CVS)

**A DEPOSIT MAY BE REQUIRED** if the credit of an applicant for service has not been established satisfactorily by other means to the utility. The deposit is limited to one-sixth (1/6<sup>th</sup>) of your estimated annual electric bill. When the Cooperative requires deposits to be made by its members, the Cooperative shall pay an interest on such deposits. If a refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the Cooperative retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

**YOUR ELECTRIC SERVICE MAY BE DISCONNECTED AFTER PROPER NOTICE** for the following reasons; (1) Failure to pay an outstanding bill BEFORE termination date; (2) Failure to meet the terms of a deferred payment plan; (3) Violation of Lamb County Electric Cooperative's rules for the use of service in such a manner that interferes with the service of others or the operation of non-standard equipment, provided that the Cooperative will make every attempt to notify you of the problem and allow you to remedy the situation; or (4) Failure to comply with the Cooperative's deposit requirements.

**WHEN PROPER NOTICE IS REQUIRED, THE COOPERATIVE WILL MAIL A WRITTEN NOTICE OF TERMINATION AT LEAST TEN (10) DAYS PRIOR** to the date of disconnection. In those instances, disconnection will only occur on those days when Cooperative personnel are available to receive payment or prevent disconnection. To insure services are not terminated for nonpayment, **payment must be made before the termination date.**

**IF YOUR SERVICE WITH LCEC HAS BEEN DISCONNECTED FOR NON-PAYMENT** of bills, meter tampering, or bypassing of the meter, a deposit may be required. You will need to pay all amounts due (including service charges) and re-establish credit.

**THE COOPERATIVE MAY ALSO DISCONNECT SERVICE AT ONCE AND WITHOUT NOTICE FOR THE FOLLOWING REASONS:** (1) Where a dangerous condition exists and such disconnection shall remain in effect so long as the condition exists; (2) When service is connected or re-connected without application to and authorization by the Cooperative; or (3) In instances of tampering with the Cooperative's meter or equipment, bypassing same, or other instances of diversion of service.

**DEFERRED PAYMENT PLAN.** The Cooperative shall offer, upon request, a deferred payment plan to any residential member who has expressed an inability to pay all of his or her bill, if that member has not been delinquent in paying his or her bill more than two times in the preceding twelve months. Such plan requires that you keep all subsequent bills current and pay a monthly amount not to exceed one-third of the outstanding amount. You are required to sign this agreement at the Cooperative's business office and if you do not fulfill the terms of the agreement your service may be terminated under standard termination procedures. Such breach of the agreement voids your right to a deferred payment plan or renegotiation to avoid termination.

**FINANCIAL ASSISTANCE MAY BE AVAILABLE FOR PERSONS IN NEED** of assistance with electric utility payments. The following governmental or social service agencies may be able to assist you or contact LCEC for additional information. In Lamb or Hockley County the South Plains Community Action Association, Phone (806)894-6104; the Texas Department of Housing and Community Affairs, Phone (877)399-8939; or the Public Utility Commission of Texas, Phone (888)782-8477.

**FOR USE BY DEAF MEMBERS,** the Public Utility Commissions TTY number is (512)936-7136.

**IF YOU ARE SERIOUSLY ILL OR WILL BECOME MORE SERIOUSLY ILL AS A RESULT OF TERMINATION** of service you may have your physician call or contact the Cooperative within sixteen(16) days of the issuance of the bill concerning your condition. The physician must provide a confirmation letter to the Cooperative within twenty-six (26) days of the issuance of the bill and the Cooperative will then refrain from termination of service for sixty-three (63) days from the issuance of the bill unless a lesser period is agreed upon. If you make a request to avoid termination under this provision, you must enter into a deferred payment arrangement.

**FOR MORE INFORMATION ABOUT ELECTRIC SERVICE FROM LCEC, PLEASE CONTACT US AT:**

**LAMB COUNTY ELECTRIC COOPERATIVE, INC.**  
**2415 S PHELPS**  
**LITTLEFIELD TX 79339**  
**806-385-5191**  
[www.lcec.coop](http://www.lcec.coop)