

4 RIVERS ELECTRIC COOPERATIVE, INC.

LEBO, KANSAS

**Board of Trustees Policy**

Subject: <b>Member Appeal of Staff/Management Decision</b>			Policy No: <b>114</b>
Original Issue: 02/16/2026	Last Revised: 02/16/2026	Last Reviewed: 02/16/2026	Page 1 of 4

I. OBJECTIVE

To provide a formal, fair, and transparent process by which a member may appeal decisions made by staff or management of 4 Rivers Electric Cooperative, Inc. (Cooperative) when the member believes the decision was made in error, is inconsistent with Cooperative policy, or fails to adequately consider the member’s circumstances; and to preserve member rights, maintain trust in governance, and ensure appropriate escalation to the Board of Trustees (Board) when required.

II. POLICY

- A. A member affected by a staff or management decision, including, but not limited to, billing matters, service disconnects or reconnects, service extensions or upgrades, fees or charges, and account adjustments, shall first attempt informal resolution with the staff responsible or department.
- B. If informal resolution is unsuccessful, the member may request management review by the applicable department manager or General Manager/Chief Executive Officer (CEO), or the CEO’s designee.
- C. Following completion of management review, the member may file a formal written appeal to the Board in accordance with this policy.
- D. The Board shall serve as the final internal authority for appeals under this policy and may review the appeal in full session or through a designated committee, determine whether policy or procedural error occurred, and affirm, modify, or reverse the staff/management decision, to the extent permitted by applicable law and tariff provisions.
- E. The Board’s written decision shall be final and binding on the member and the Cooperative, subject to applicable law, tariff, and regulatory requirements.

III. APPLICABILITY

- A. This policy applies to individual members of the Cooperative whose account, service, or other rights or obligations are directly affected by a staff or management decision.

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- B. This policy does not apply to:
  - 1. Employment or personnel matters;
  - 2. Collective or system-wide policy, rate, or tariff decisions adopted by the Board; except that this policy shall apply to appeals of individual staff or management decisions made pursuant to those policies or tariffs, provided that the appeal does not seek to amend, invalidate, or establish a policy, rate, or tariff provision and the Board’s action remains consistent with applicable law and tariff requirements;
  - 3. Matters governed by external administrative or legal procedures under state or federal law; or
  - 4. Any issue for which another specific Board policy or regulatory process provides the exclusive remedy.

IV. PROCEDURE

- A. Informal Resolution
  - 1. The member shall first contact the relevant Cooperative staff or department to seek informal resolution of the decision.
  - 2. If the matter is not resolved to the member’s satisfaction, the member may request review by the appropriate department manager or the CEO, or the CEO’s designee.
  - 3. The manager or CEO, or designee, shall provide a written response to the member within ten (10) business days of receiving all information reasonably necessary to evaluate the matter, unless additional time is required and communicated to the member.
- B. Formal Appeal to Board
  - 1. If the member remains dissatisfied after management review, the member may submit a written appeal to the Cooperative at the office address or designated email. Appeals shall be received and logged by the CEO or CEO’s designee.
  - 2. The written appeal shall include:
    - a. The member’s name, service address, and account number;

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- b. A description of the decision being appealed;
- c. The reasons the member believes the decision is incorrect, unjust, or inconsistent with the Cooperative’s policies or practices;
- d. Any supporting documentation the member wishes the Board to consider; and
- e. The outcome or remedy requested by the member.

C. Board Review Process

- 1. The CEO, or the CEO’s designee, shall acknowledge receipt of the appeal in writing within five (5) business days of its receipt.
- 2. The Board, or a committee designated by the Board, shall review the member’s appeal, the underlying staff and management decisions, and any supporting documentation. The Board may request additional information from the member, staff, management, or legal counsel as needed.
- 3. In conducting its review, the Board may determine that the matter under appeal involves the reasonable exercise of discretion or judgment by staff, management, or the Board. In such cases, the Board may affirm the staff or management decision if it finds that such discretion or judgment was exercised reasonably, in good faith, and in compliance with applicable law, tariff provisions, and Cooperative policy.
- 4. Upon the member's request, the member may be provided an opportunity to appear before the Board at a regularly scheduled meeting. The Board President may reasonably limit the time allotted for such presentation in order to maintain orderly and efficient conduct of the meeting.
- 5. The Board shall issue a written decision on the appeal within forty-five (45) days after receipt of a complete appeal, or at the next regularly scheduled Board meeting following the completion of its review, whichever is later. If additional time is necessary due to the complexity of the matter, the CEO or designee shall notify the member in writing.

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- 6. The written decision of the Board shall state the Board’s determination and the general basis for such determination and shall be provided to the member and retained in the Cooperative’s records.

V. RESPONSIBILITY

- A. The President of the Board shall be responsible for the administration of this policy.
- B. The CEO shall be responsible for:
  - 1. Ensuring that staff and management comply with the informal resolution and management review processes described in this policy; and
  - 2. Ensuring that members are informed of their right to appeal decisions in accordance with this policy.
  - 3. Administering the appeal intake, acknowledgment, scheduling, communication, and delivery of Board decisions as described in Section IV.
- C. The Board Secretary shall be responsible for ensuring that the Board’s final written decision is properly recorded in the official minutes and maintained in the Cooperative’s records.

02/16/2026

Date

/s/ Warren Schmidt

Board of Trustees, Secretary