

**JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION  
OPERATIONAL POLICY**

**Policy No. 216**

ADOPTED: FEB. 22, 1993

AMENDED: JANUARY 24, 2008

AMENDED AND BOARD APPROVED: OCTOBER 7, 2014

Subject: Meter Fraud

I. Objective

- A. To establish a uniform policy to enable Cooperative personnel to deal with meter fraud.
- B. Definition - the receipt of electric service by members or non-members whereby power delivered by the Cooperative to said customer is not properly metered due to tampering with, but not limited to, an electric meter, conduit, or attachment.

II. Policy

- A. Should the meter, conduit, meter seal, or any attachment used for delivering metered electric service to a customer be tampered with, interfered with, or otherwise altered, the customer being supplied through such equipment shall be held responsible.
- B. If evidence of meter tampering is not found (potential link open, inner seal broken, shiny bayonet, straps, etc), JWEMC's employee will reset and seal meter. For broken seal, Joe Wheeler EMC has the right to investigate to determine whether meter tampering has occurred. For second broken seal, member may be charged a meter test fee and service charge, assuming there is no evidence of power theft. For third broken seal, customer will be charged a meter test fee and service charge, assuming there is no evidence of power theft, plus a fee for installation of a meter-locking device. When there is a determination that a meter has been tampered with, a meter tampering fee will be charged to defray the cost of the investigation. (See Schedule of Fees)
- C. Upon discovery of a suspected instance of meter fraud, a Cooperative employee shall follow established Cooperative procedures to:
  - 1. Contact the power theft investigator by whatever means available.
  - 2. Document and secure available evidence/site.
  - 3. After initial inspection of the site, the power theft investigator will contact appropriate officials if it appears desirable to involve law enforcement in the Cooperative's investigation.

4. Law enforcement officials will be responsible for photographing, retrieving, cataloging and safeguarding evidence, which may later be used for prosecution.
  5. Where tampering is apparent or a safety hazard may exist, power will be disconnected until a thorough investigation is made and it is determined that there is no safety hazard.
  6. A formal letter will be mailed advising the member of our investigation.
  7. The power theft investigator will be responsible for gathering evidence and making the analysis, if appropriate, to assess the member for un-metered power and energy. The power theft investigator will also determine whether there is basis to waive the meter tampering fee normally charged by Cooperative to help defray the costs of its investigation.
- D. The customer shall be given written notice detailing the discovery of meter fraud and outlining the alternatives available to him as follows:

The customer shall pay:

1. The amount due the Cooperative, based upon current rate schedules, for the Cooperative's estimate of energy delivered during the time the meter fraud occurred.
2. Cost of necessary repairs to meter, conduit, attachments, or other Cooperative equipment.
3. Reconnect charges, trip fees, meter tampering fee and administration fees associated with the case.
4. Cost of lock-type seal or other security device for the metered service.
5. Security Deposit and Account Origination Fee may be charged

### III. Responsibility

- A. The Board of Trustees is responsible for a periodic review of this policy and shall approve all changes to the policy.
- B. The General Manager is responsible for the implementation of the policy.