

## Why Cooperatives are Special

Cooperative businesses are special because they are owned by the consumers they serve and are guided by a set of principles that reflect the best interests of those consumers, including:

- 1. Voluntary and open membership** - Cooperatives are open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.
- 2. Democratic member control** - Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.
- 3. Members' economic participation** - Members contribute equitably to, and democratically control, the capital of their cooperative.
- 4. Autonomy and independence** - Cooperatives are autonomous, self-help organizations controlled by their members.
- 5. Education, training and information** - Cooperatives provide education and training for members, elected directors, managers, and employees so they can contribute effectively to the development of their cooperatives.
- 6. Cooperation among cooperatives** - Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.
- 7. Concern for community** - While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

## What is Touchstone Energy?



Touchstone Energy is a national alliance of local, consumer-owned electric cooperatives providing high standards of service to all customers, large and small. More than 600 Touchstone Energy cooperatives in 44 states are delivering energy and energy solutions to more than 17 million customers every day.

Touchstone Energy cooperatives are local, active members of their communities dedicated to serving commercial, industrial, agricultural and residential customers with four core values: Innovation, Accountability, Integrity and Commitment to Community.

### Gettysburg District Office

1380 Biglerville Road  
Gettysburg, PA 17325

### Shippensburg District Office

204 West King Street  
Shippensburg, PA 17257

### York District Office

200 Trinity Road  
York, PA 17404

### Headquarters Office

1338 Biglerville Road  
Gettysburg, PA 17325

### District Office Hours

Monday through Friday  
7:30 a.m. - 4:30 p.m.

To ask about billing or other services call toll-free:

**1-888-232-6732**

To report a power outage, call toll-free:

**1-800-726-2324**

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



Your

# *Rights & Responsibilities*

as a member  
of  
Adams Electric  
Cooperative



**Adams Electric  
Cooperative, Inc.**

A Touchstone Energy® Cooperative   
The power of human connections

# Your Rights

## as an Adams Electric member

- 💡 To an uninterrupted supply and/or delivery of electric energy. Although uninterrupted supply is not fully guaranteed, the cooperative will use reasonable diligence to maintain reliable electric service to all members.
- 💡 To receive capital credits. The portion of payments made by each member which exceeds the cost of supplying power may be returned to the members as capital credits or patronage capital each year.
- 💡 To vote for the board of directors. Members in good standing may run for open board seats.
- 💡 To attend a zone meeting and the annual meeting each year.
- 💡 To be a volunteer and serve on the Election Committee or the Member Advisory Committee as vacancies permit.
- 💡 To receive a subscription to *Penn Lines*, a statewide magazine with the purpose of giving useful information to electric cooperative members.
- 💡 To have your membership fee (without interest) and security deposit, if applicable (with interest), deducted from your last bill when you leave the cooperative.

# Your Responsibilities

## as an Adams Electric member

- 💡 Read your meter the same day each month and give the reading to the cooperative on a timely basis each month.
- 💡 Pay the cooperative for all electric energy used that has been supplied by the cooperative.
- 💡 Give immediate notice to the cooperative of any interruptions or irregularities in the cooperative's delivery of electric energy.
- 💡 Keep your home's electrical wiring in good condition and in compliance with the National Electrical Code.
- 💡 Grant a right-of-way to the cooperative if you are requested to do so.
- 💡 Avoid planting trees under electric lines or bushes near padmounted transformers.
- 💡 Consider participation in any program established by the cooperative to more efficiently use or conserve electric energy supplied and/or delivered by the cooperative.
- 💡 Provide a suitable site for the cooperative to deliver and meter electric energy delivered to the property.
- 💡 Keep the meter accessible to co-op employees, free from hostile animals or any other hostile threat.

# Our Promise

## to Adams Electric members

- 💡 We promise to greet you courteously and serve your needs at each of our local offices.
- 💡 We promise to be here, 24 hours a day, 365 days a year to answer your questions and serve you.
- 💡 We promise to bill you correctly or we will refund 5 percent of the error, up to \$25.
- 💡 We will connect your electric service on the day we promise you or we will waive the connect fee.
- 💡 We promise that if you have a question, we will get back to you with an answer, usually within 48 hours, but as soon as possible.
- 💡 If we schedule an appointment to meet you, we promise to be on time for the appointment.
- 💡 We promise to drive courteously on the highway and assist during accidents and other emergencies that may occur in our service area.
- 💡 We promise that if we inadvertently cause damage to your property, we will repair it at our expense.
- 💡 We promise that if you have an electric water heater and it breaks, we will help you to locate a repair person anytime, day or night.
- 💡 We promise to be on the job working to restore power quickly as possible if there is an outage, day or night, regardless of the weather.
- 💡 If any problem arises about the cooperative's operation, we promise you can speak to anyone within the organization to get it resolved, including the chief executive officer.