

# Member Access to Cooperative Documents

## Member Service Representative Reference

### Purpose

Tri-County Electric Cooperative is a member-owned electric utility committed to transparency, accountability, and member engagement. Members have the right to review key governance, financial, and operational documents related to the Cooperative.

This section serves as a reference for Member Service Representatives, providing clear explanations of the documents available to members, what each document covers, and how members may access them. Representatives should use this information to confidently and consistently respond to member questions regarding Cooperative records.

### Member Access Information

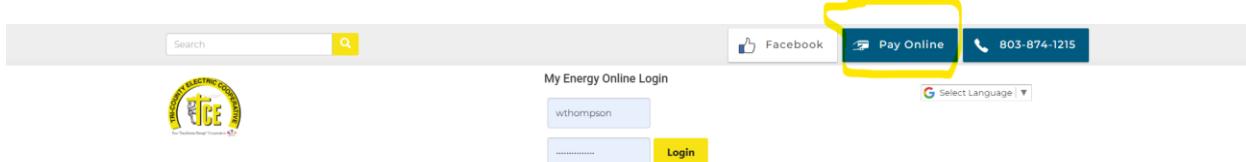
Most Cooperative documents are available for member review on the Tri-County Electric Cooperative website. Members who do not have internet access may request assistance in obtaining copies.

#### Standard Response for Representatives:

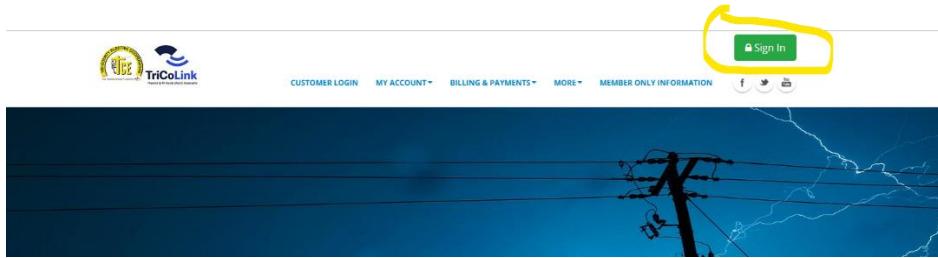
Most of these documents are available on our website. If you don't have internet access, we can help you get a copy.

**Step 1** -Go to <https://www.tri-countyelectric.net/>

**Step 2**-Click- Pay Online



**Step 3**- Click the green Sign In button



**Step 4-** Put in your account number (no dashes) or your My Energy Online User ID and password

**Step 5-** Once the member is inside their My Energy Online account Click MEMBER ONLY INFORMATION to access all of the member-documents

