

Policy Number: C-1**Subject: Communication Policy****Review Requirement: 3 years****Original Issue Date: January 01, 2003****Date of Last Review: October 09, 2025****Date of Last Revision: October 09, 2025****Previous Revisions: 05/09/2013, 07/09/2020, 10/06/2022**

I. OBJECTIVE

To reaffirm Mountain Park Electric Inc.'s (the "Cooperative") obligation to continually communicate with its member-customers about the plans, operation, activities and progress of their Cooperative and to set forth the Board of Director's support and expectations in all aspects of Cooperative communications.

II. POLICY

It shall be the policy of this Cooperative to foster extensive communications programs, activities, publications and reports that will inform and educate member-customers about the Cooperative's plans, operations, programs, financial condition and activities in an ongoing commitment to attain the memberships understanding, acceptance, support and involvement in the Cooperative's business. The Board of Directors shall commit appropriate resources and support for a broad Cooperative communications plan that ensures:

- A. Quality and timely communications programs that are responsive to member-customer needs and concerns.
- B. Member-customer understanding and support of the Cooperative and industry-related issues.
- C. Cooperative employees that are appropriately trained so that each of them respects the value of the member-customer to the Cooperative and to assure that they are equipped to respond to every member-customer's concern in a professional, consumer-focused, and friendly manner.
- D. Public understanding, with a goal of acceptance and support for the Cooperative's mission, goals, plans and programs, and that the media is kept informed about the Cooperative's goals, objectives, plans, programs, and issues.
- E. Leadership and support for projects and activities dedicated to the betterment of the community and state with particular emphasis on youth programs and rural and community development, and to aim to secure favorable public opinion and understanding of such activities and programs.

- F. Cooperative needs and issues are communicated effectively to local, state, and national officials in a concerted effort to secure their support of the Cooperative and the member-customers and communities they serve.
- G. Support for effective communication programs developed by cooperative statewide, regional, and national organizations and cooperative power suppliers and other affiliates in an effort to coordinate communications programs, avoid duplication of services and costs, and provide for a united message on electric cooperative issues.
- H. Development of a crisis communication management plan for communicating openly and consistently to employees, consumers, media, and the public about any Cooperative crisis or emergency.
- I. A designated, qualified spokesperson, and in his/her absence, an alternate, to respond to all issues on behalf of the Cooperative before member-customers, the public, and media.

III. RESPONSIBILITY

- A. The Board of Directors will be responsible for the administration and compliance of this policy.
- B. The Chief Executive Officer (“CEO”) shall be responsible for overseeing the development, implementation, staffing and evaluation of the Cooperative’s communications plan to ensure its effectiveness.
- C. It shall be the responsibility of the CEO or, in his or her absence, the Board President to be the spokesperson or to designate a spokesperson to respond to all issues and inquiries on behalf of the Cooperative before the media, public officials, and the public.

APPROVED BY THE BOARD OF DIRECTORS ON OCTOBER 09, 2025