
POLICY BULLETIN NO. 101

SUBJECT:

Collection of Electric Energy Accounts

OBJECTIVES:

To establish a uniform procedure for billing of electric energy sold to members and to ensure that uniform procedures are used to collect on accounts should they become delinquent.

POLICY:

Every member shall be responsible for verifying that their electric energy account is paid on a proper schedule, allowing the Cooperative to operate on a sound financial basis and not adding any financial burden to other members.

To accomplish this, the Cooperative and members must maintain the following schedule for all meters.

1. Meters will be read on or about the 1st of each month.
2. The electric energy bills will be computed by the cooperative and submitted to the member approximately the 5th of the month. Payment is due by the 20th.
3. On or about the 25th of the month, a past due notice will be submitted to those members who have failed to pay by this date.
4. On the 16th of the following month, the past due account shall be disconnected.
5. Where financial hardships exist, written agreements approved by the CEO may be used to extend the payment date, provided the member contacts the cooperative before the disconnect date. If the delinquent bill is still not paid per the agreement, the service will be subject to disconnection without further notice.
6. Service that has been disconnected for non-payment may be subject to the following collection charges:
 - a. \$200 disconnect fee on all disconnected accounts
 - b. \$200 reconnect fee during normal business hours when a meter has been physically disconnected; \$400 reconnect fee if after normal hours.
 - c. \$100 reconnect fee if a trip to the member's premises is not necessary due to remote reconnect; \$200 reconnect fee if after normal hours.

7. If the member pays the past due amount in full, plus a collection fee, before a physical disconnect, the service will continue without interruption.
8. Should the member be disconnected, every attempt will be made to reconnect the service by 4:00 p.m. on the day the past due amount is paid in full. However, in some cases, due to time constraints, we may not be able to establish service until the next business day.
9. The Cooperative, its agents, employees, or representatives are not liable for any losses or damages caused by a service being disconnected for non-payment.

RESPONSIBILITY:

- A. The Billing Coordinator will be responsible for the provisions of this policy and will periodically report to the CFO and CEO.