
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 also see that uniform procedures are used to collect accounts should they become delinquent.

POLICY:

Every member shall be responsible to see that their electric energy account is paid on a proper schedule which will allow their cooperative to operate on a sound financial basis and not add a financial burden on other members.

In order to accomplish this, the Cooperative and members must maintain the following schedule for all meters.

1. Meters will be read on 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 15th of the following month an order will be issued for the disconnection of the accounts past due at that time. Telephone, email, or any method appropriate may be used to contact the member.
5. Where financial hardships exist, written agreements approved by the CEO may be used extending the payment date, provided the member contacts the cooperative prior to the disconnect date. If the delinquent bill is then not paid per agreement on the phone or letter, 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
 - a. \$200 reconnect fee during normal business hours when a meter has been physically disconnected; \$400 reconnect fee if after normal hours.
 - b. \$100 reconnect fee if a trip to member's premises is not necessary due to remote reconnect; \$200 reconnect fee if after normal hours.
 - c. A security deposit or additional deposit.



7. If the member pays the past due amount in full, plus a collection fee at the time of disconnection of service, they may do so and 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 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.

RESPONSIBILITY:

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