

**POLICY NO. 30-190**

REVISION DATE: July 29, 2008

**SUBJECT: METER READING AND BILLING PROCEDURES  
FOR ELECTRICAL SERVICES**

**I. PURPOSE**

To set forth the practices and procedures that shall be followed by the Cooperative in billing procedures for electrical services.

**II. POLICY CONTENT**

The Cooperative will bill residential, seasonal and commercial accounts on the 1<sup>st</sup> day of each month. Payment must be returned to the Cooperative by the close of business hours on the last day of the month. If payment is not received by the last day of the month, the account will be delinquent and a finance charge of 1% per month, 12% per annum, will be charged on the unpaid balance. If the Last day of the month falls on a weekend or nationally observed holiday the due date will be the first regular business day. Accounts not paid by the due date will be mailed a delinquent notice. A \$10.00 late fee will be assessed if no payment arrangements have been made by the consumer. If payment arrangement is not kept by the consumer the \$10.00 late payment fee will be assessed and collection procedures will be implemented.

A \$20.00 NSF charge will be assessed to any Cooperative customer for the return of a check to the Cooperative for insufficient funds. Any first time delinquent payment will be handled at the manager's discretion. Reoccurring delinquencies will be treated according to the rules and regulations set forth herein.

If the crew is dispatched to disconnect service because of delinquency, payment of the delinquent bill and an added \$50.00 per trip collection fee may be made to the crew upon the arrival on the consumers' premises to avoid disconnection of service.

No service will be restored which has been disconnected for nonpayment of energy charges until all disconnect and connect charges, and all charges for energy furnished through the date of disconnect have been paid in full.

There will be no connecting of delinquent services outside of regular working hours where overtime is involved, unless the consumer agrees to pay \$150.00 after hours connect fee or the accrual cost of such a call.

**III. RESPONSIBILITY**

Implementation of this policy is the responsibility of the General Manager and staff.

**ATTESTING:**

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
President

\_\_\_\_\_  
Date