

POLICY NO. 30-200

REVISION DATE: March 22, 2005

SUBJECT: BILLING AND COLLECTION PROCEDURES

I. PURPOSE

To provide service billing and collection procedures for active accounts.

II. PROCEDURE CONTENT:

The following billing and collection procedures are intended to minimize the risk of uncollectable balances, promote fair and consistent handling of accounts and encourage interaction with our members to find ways to keep their accounts from being disconnected for credit reasons.

Payments received will be applied first to the oldest charges.

Checks are accepted subject to collection. Members should be put on a cash only status when staff has a basis to believe there is likelihood that checks will not be collectable. This includes the following situations:

The account is disconnected and the last check received was uncollectable due to insufficient funds.

The member has issued three insufficient fund checks in the last 12 months.

III. FINANCIAL RESPONSIBILITY FOR ACCOUNTS

Tenants are responsible for payment for energy service from the date the Cooperative is notified that the account should be in the tenant's name, to the date the Cooperative is notified that the account should be taken out of their name and/or disconnected. Non payment of service by a tenant member resulting in service disconnection will require the owner member to pay such unpaid charges in order to receive future service to the property.

IV. PAYMENT ARRANGEMENTS ON DELINQUENT ACCOUNTS

Staff is encouraged to make payment arrangements to keep members service from being interrupted.

In no event should arrangements be made that allow the delinquency to increase.

V. RESPONSIBILITY

The member services department is responsible for compliance with this procedure.

ATTESTING:

President

Secretary

Date