

Date Adopted: 06/24/82

Date Revised: 05/29/03, 09/29/11, 06/25/13

Date Reviewed:

SCENIC RIVERS ENERGY COOPERATIVE

Policy S.14 Billing and Collection

RESPONSIBILITY: CEO and Employees

Billing

1. Meters are electronically read daily and uploaded into the billing system.
2. The billing clerk will complete billing on or about the 1st of the following month.
3. Interest of 1 1/2% will be charged on all accounts with a balance of \$25.00 or more which remain unpaid on the 21st of the month unless the 21st falls on a day when the office is closed, then interest will be charged on the first working day after the 21st.

Collections and Disconnections

1. A disconnect date for accounts delinquent for 60 or more days will be established each month. Reasonable effort will be made to notify the member ahead of the disconnect date that service is subject to disconnection if arrangements for payment acceptable to the Cooperative are not made by that date. Accounts still unpaid by that date will be disconnected without further notice. If disconnection does not occur within 10 days of the original disconnect date, reasonable effort will be made to notify the member at least 24 hours prior to disconnection.
2. A collection trip fee of \$75.00 will also be charged to each delinquent account paid after dispatch of a Cooperative truck to the service location.
3. Arrangements may be made in some cases of extreme financial difficulty to extend payments over a period of time.
4. If service is disconnected, it may be reconnected pursuant to policy S.16.
5. If service remains disconnected and money is owed, the Cooperative will attempt to collect amounts owing by whatever means are considered the most efficient.

Multiple Products or Services – Collection

In the event a member has purchased more than one product or service from the Cooperative and fails to pay for any of the products or service, the following shall apply:

1. Following normal notification and collection procedures, any remaining unpaid amount may be transferred to another product or service billing provided to the member by the Cooperative.
2. The transfer of the amount due will be communicated to the member, along with the consequences if the account remains unpaid.
3. The active account with the transferred unpaid amount shall be subject to collection, disconnection or legal action consistent with Cooperative procedures.

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Unpaid Bills

In the event a person owes the Cooperative money for past services or products and is found to be currently utilizing the benefits of any Cooperative service or product by residing in a home or cabin or utilizing a business under the name of another person, or it is determined that the person has changed his or her name in some way for the purpose of continuing to receive service from the Cooperative, the Cooperative will make every effort to collect amounts owed, including, but not limited to, the disconnection of any current service at that location.

This policy supersedes and cancels all similar policies prior to this date.

Information contained in this Policy is subject to update or modification by the Cooperative at any time and at the sole discretion of the Cooperative. Such information includes (but is not limited to) policies, procedures, rates, tariffs and applications. Some information may change as a result of external factors such as new legislation or regulations. Prior to making use of the information contained herein, please check with appropriate Cooperative staff.

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