

TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.

POLICY BULLETIN NO. 3-15

SUBJECT: COLLECTION OF ACCOUNTS

I. POLICY:

Tri-County will bill members for electric service. The cooperative will collect unpaid bills using methods consistent with utility standards and in an equitable and timely manner.

II. PROCEDURE:

- A. Electric bills are delivered to members with a due date approximately 20 days after the bill is mailed. If payment is not received by the due date a 5 percent late penalty is added 5 days following the due date and a reminder notice will be printed on the next billing statement. Accounts carrying a 60-day balance will receive a disconnect notice and are subject to the installation of a service limiter or disconnection.
- B. The cooperative will make an asserted effort to contact members either by mail, telephone or visit to make arrangements for payment or collect unpaid bills.
- C. To avoid member inconvenience and hardship, residential accounts generally will not be disconnected on Friday or the day before a national holiday.
- D. When a trip is made to the member's location to collect the delinquent bill, a field collection fee will be charged.
- E. When a service limiter is installed due to non-payment, a limiter fee will be charged. The limiter fee does not include removal on overtime. A field collection fee would not apply when removing a limiter.
- F. When a member is disconnected for non-payment, a reconnection fee or overtime reconnection fee will be charged. A field collection fee would not apply when reconnecting an account.
- G. The above fees are listed on the Schedule of Fees, which shall be reviewed and approved annually by the Board of Directors.

III. RESPONSIBILITY:

President & CEO or Designee

Approved: 6/19/79.

Reviewed: 4/20/82, 11/16/99, 11/20/01, 11/25/03, 11/20/09, 12/20/11.

Revised: 5/9/83, 10/16/84, 5/14/85, 4/21/87, 3/21/89, 11/17/98, 11/22/05, 10/23/07, 11/20/08.

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