

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 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 member is disconnected for non-payment, a Member Service fee (see Schedule of Fees) will be charged to cover the costs to reconnect the service.
- E. Reconnections will be performed during regular business hours. The Cooperative is under no obligation to perform reconnections after regular business hours. When circumstances dictate reconnections to be performed after regular business hours, the member will be charged an overtime adder in addition to the Member Service fee (See Schedule of Fees).

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, 09/30/13, 10/27/15, 12/22/15.