

TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.

POLICY BULLETIN NO 3-29

SUBJECT: PROCEDURES FOR COLLECTIONS AND REFUNDS RESULTING FROM PAST BILLING ERRORS

I. POLICY:

To establish a reasonable procedure to correct billing errors.

II. PROCEDURE:

Errors in billing can result in both over and under collections of amounts owed by members. The cooperative desires to give refunds when appropriate and make full collections in the event money is owed by members as follows:

- A. If an error made by the cooperative results in a member being overcharged then the cooperative will calculate the amount of the overcharge for up to four years or otherwise pursuant to statute and refund this amount to the member.
- B. If an error made by the cooperative results in a member being undercharged, then the cooperative will calculate the amount of the undercharge for the amount owed for up to four years. Reasonable payment arrangements may be made with the member to avoid causing excessive hardship.
- C. No interest will be paid to or collected from members on the amount of the error. Interest may be charged if the member fails to pay amounts owed once the error is disclosed to the member.
- D. The member may elect to have any amounts owed to them applied as a credit to their account.
- E. This policy does not apply in cases where the member has committed fraud, tampered with the meter, and/or additional amounts are owed to the cooperative as a result of the members' actions. These amounts will be due and payable immediately. This policy will not be construed to release any potential criminal/civil liability of the member for any such fraud, tampering with the meter, or other meter action.
- F. Any adjustment to a members' account can affect their patronage capital.

III. RESPONSIBILITY:

President & CEO or Designee

Approved: 08/25/14.

Revised: 10/23/18