

Credit and Collection Procedures

> To receive electric service you must complete and submit an application for membership.

DEPOSITS

To determine if a deposit is required on a new account, the Co-op will run a credit check through a credit agency on all new customers. If you are currently receiving service from us, we will look at your present credit history.

- If your credit check is negative, you will be required to pay a deposit. Deposit amount will be an amount equal to the average usage for the previous 12 months, times 2 months. The minimum deposit amount on a residential account is \$150.00. The deposit on a commercial account is equal to \$7 per connected KVA, but not less than \$150 for each account. Deposit is due at the time the application for membership is completed.

- If no credit information is available, you will have ten days to obtain a credit reference from your previous power company.

- If your account becomes delinquent at any time, a deposit will be charged to your account.

- Deposits are refundable one year from the date of payment if a good credit rating is established. Deposits are also refundable upon termination of service, after final bill has been paid.

DISCONNECTS FOR NON-PAYMENT

Of course we dislike Disconnecting! Disconnections are inconvenient and expensive for you and for the cooperative. Accounts will be disconnected for the following reasons:

- Payment Arrangements that were not honored.

- Non-Payment of Past Due Bills. A past due bill is any bill remaining unpaid for 30 days from mailing date of the first billing.

- Returned Checks that are not made good.

If a serviceman arrives at your residence to disconnect for nonpayment, payment in full, plus a \$50.00 Collection Fee, must be collected to continue service.

The Co-op reserves the right to reconnect such account only during the hours of 8:00 AM and 4:30 PM Monday through Friday. If the member insists that the service be reconnected after these working hours, a \$150.00 reconnect fee will be assessed and paid before connection.

RETURNED CHECKS

A \$25.00 Handling Charge will be assessed for all returned checks marked "NSF" by your bank. You must make the check good or your service will be disconnected.

CREDIT ARRANGEMENTS

Simple Extensions... We will allow a simple extension on a payment if you do not already have a past due balance. Just a reminder: interest is added to the account @1% per month.

Social Services Arrangements... During the winter months there are programs that help low income consumers with their heating bills. If you utilize these programs, you are responsible to pay your portion of the bill.

Installment Arrangements... If you need to make an arrangement to pay off your delinquent bill, the minimum payment allowable is the current bill plus one third of your delinquent amount. Arrangements will not be extended any longer than three months. If the payment agreement is not kept current your account will be disconnected.

We realize that there will be some exceptions. In all special cases you must come into the office and sign a payment agreement. All agreements are subject to a Consumer Service Representatives approval.