

CANEY FORK ELECTRIC COOPERATIVE, INC.
Policy Bulletin #210

Revised 12/6/2024

SUBJECT: Billing, Collecting and Termination

POLICY:

1. Bills for electric service will be rendered monthly and shall be paid at the offices of the Cooperative or at other locations designated by the Cooperative.
2. Failure to receive a bill will not release the member from payment of obligation.
3. Bills for electric service are issued 15 days prior to the due date and members should receive their monthly bill(s) 10 days prior to the due date.
4. Payments made after the due date will be subject to late payment charges. For electric service, the late payment charge will be computed at a rate of 5% on the first \$250 of the unpaid portion plus 1.5% of the unpaid portion exceeding \$250. For outdoor lighting, the late payment charge will be 5% of the unpaid portion. Late payment fees will not apply to sales tax.
5. To avoid late payment penalties, all remittances must be received in our office before close of business on the due date. However, should the due date of the bill fall on a Saturday, Sunday or CFEC-recognized holiday, the next business day following the due date will be held as a day of grace during which the payment may be made before close of business to avoid the late payment penalties.
6. All electric bills shall include the rights and remedies of the member to dispute the bill with Distributor. Notices of disconnection used in Item #8 below shall refer members to the previous month's bill regarding rights and remedies for bill disputes and will provide necessary phone numbers to contact the Cooperative in case of such dispute.
7. If payment of the bill remains unpaid by the due date on the bill, Distributor may discontinue service 10 days from the due date. A separate written notice of disconnection will be provided by mail between the due date and the date service is subject to disconnection. A service fee of \$30 shall be applied to all accounts that are subject to collection where either an attempt to collect on member premises was made or for the processing of the disconnect by remote technological means.
8. Disconnection of service on post-pay accounts will be delayed by Distributor under the following conditions:

- a. For 24 hours if the National Weather Service forecast for the next 24 hours includes a forecasted temperature below 32 degrees Fahrenheit;
 - b. For 24 hours if the National Weather Service forecast for the next 24 hours includes a forecasted temperature above 95 degrees Fahrenheit or a heat advisory warning;
(NOTE: In reference to Items a. and b. above, Distributor will access the NOAA.gov website to check the forecasts employing the ZIP codes for the service area.)
 - c. For up to 30 days from the date Distributor receives a written verification from a physician or public health official that states disconnection of service would present an especial danger to the the health of any permanent resident of the premises. Distributor shall provide the proper forms for this provision. This provision may not be used more than two times in a 12 month period;
 - d. During holidays or days preceding holidays observed by Distributor.
9. Before service is reconnected, the past due amount and any applicable fees will be paid.
10. The Cooperative will not accept partial payment of an electric bill except where personal hardship is involved or other special circumstances exist. In this event, the unpaid balance must be paid as specified by the Cooperative. For members with extenuating circumstances, special counseling is available. When requested by such members, the Cooperative may arrange for the member to pay a bill in installments.
12. A returned check fee of \$25 may be charged to member for each check returned for insufficient funds or any other reason. This \$25 fee may also be charged to member for insufficient funds associated with bank drafts.
13. The Cooperative has a levelized billing plan which is available upon request for qualifying residential members who have been receiving service at their present location for at least 6 months and who are not presently delinquent in payment of any charges to the Cooperative.
14. Legal proceedings may be taken for the collection of any account which cannot be collected through normal procedures.
15. An instant final bill is available to the member prior to the normal final billing date and may be figured by the Financial Services Department. If final bills are computed by the personnel of the Cooperative, all information required will be noted on the meter order in the proper space so provided for this purpose.
16. There shall be established up to twenty (20) billing dates per month. Meter routes shall be as near as possible divided equally between the billing dates. Additional

billing dates may be added or the present billing dates changed when such is deemed necessary by the Cooperative and worked in agreement with CSA.

RESPONSIBILITY:

General Manager
Director of Financial Services
Director of Billing and Administrative Services

EFFECTIVE DATE:

12/6/2024

REFERENCE:

Policy Book #19, 04/03/92, Policy Book #21, 02/04/94, Policy Book #24, 01/08/99; Policy Book #25, 05/07/99; Policy Book #27, 06/06/03; Policy Book #28, 11/03/06; Policy Book #29, 12/04/09; Policy Book #31, 07/10/15; Policy Book #33, 03/05/2021; Minute Book #36, 12/6/24