

SAND MOUNTAIN ELECTRIC COOPERATIVE

SUBJECT: Collection Policy

I. Objective

To set forth clearly the policy of the cooperative regarding the disconnection and reconnection of delinquent accounts.

II. Content

- A. All bills for electric service are due in full on the billing date and payable through the discount date as indicated on the bill. Beyond the discount date, the gross amount of the bill is due and becomes delinquent the following day. Fifteen days after discount date, account is subject to be disconnected for non-payment.
- B. No member who has a legitimate dispute concerning the accuracy of bill shall be disconnected because of the amount under dispute until such time as the cooperative determines in its own discretion that no such discrepancy exist. A member who is delinquent may, however, be disconnected for other amounts that are not under dispute. When a member protests the actions of the Consumer Accounts Section, he must first, if possible, attempt to reconcile his differences with the Supervisor of Consumer Accounts. If no such reconciliation can occur, then, if possible, he shall attempt to reconcile with the Manager of Finance and Office Services, and as a last resort, with the General Manager.
- C. All members whose accounts are subject to disconnection because of insufficient checks shall be notified by first class mail of the deficiency and given an opportunity to rectify the deficiency before collection is pursued.
- D. The consumer accounts staff, under the direction of its supervisor, shall make every effort to assist those customers who have a valid and acceptable reason for needing assistance. Management shall have the authority to make arrangements and grant extensions of payment when the best interests of the cooperative so dictate. Management shall, however, consider the overall financial interests of the cooperative when making such decisions. When arrangements or extensions of payment are made, the member shall be informed that if the terms of those arrangements are not met the account will be subject to disconnection without further notice.
- E. Once a bill is delinquent more than the allotted 15 day grace period, if the bill is not in dispute and no arrangements have been made, then collection shall begin as outlined in Policy 11-33 "Termination for Nonpayment".

- F. When a member whose service has been disconnected for non-payment requests restoration of service, a fee of \$40.00, plus total amount past due, must be paid. If restoration is requested after normal working hours, a service charge of \$140.00 shall apply.
- G. If service is terminated for nonpayment all past due amounts plus security deposit, as spelled out in Policy 11-22 or 11-22A, and reconnect fees must be paid in full before service shall be restored. Management may, in extraordinary circumstances, make exceptions to this rule if a satisfactory plan to accomplish the same results is made. For emphasis, however, this shall be in extraordinary circumstances only.

III. Responsibility

The Manager of Finance and Office Services with the assistance of the Supervisor of Consumer Accounts shall be responsible for the enforcement of this policy and the verification of compliance therewith.

Attested: _____
Secretary

Date Adopted: June 25, 1948

Dates Revised: April 28, 1964, February 21, 1974; May 15, 1979; February 8, 1983; September 22, 1984; October 22, 1990; November 27, 1990; September 26, 2000; and August 24, 2004, October 28, 2014, November 25, 2014.