

Policy: #3020 – Billing and Payment Options

SCOPE OF POLICY: Customers

RESPONSIBILITY: Management, Employees

I. Policy

Elkhorn Rural Public Power District (ERPPD) offers Budget Billing and Pre-Paid Billing options for customers to choose from to manage payments and usage.

II. Procedure

A. Budget Billing

1. The budget billing cycle runs from April 1 of the current year to March 31 of the following year.
2. The April bill will reflect the new budget amount for the next budget cycle and settle any amount to bring the account to zero. Any accounts with a credit balance will not be refunded, but the budget amount will be adjusted for the next cycle.
3. Budget amount will be subject to adjustment as deemed necessary throughout the year should an account become excessively positive or negative as determined by ERPPD.
4. The initial budget amount will be determined by the last 12 months actual usage. The total 12-month actual usage amount will be calculated to arrive at a single, average monthly payment. New services will not be allowed to go on the budget billing plan until a 12-month service history has been established. New service shall mean an account holder obtaining electric service at a particular residence. New service may include existing customer relocating to a different residence.
5. Budget billing is subject to meter deposits as described in Policy #3050
6. Non-payment of the budget amount will be subject to the same policies for late payment and disconnection as all other accounts.
7. Should a budget billing customer pay late twice in a single twelve (12) month period, such service may be removed from budget billing eligibility.
8. Budget payment plan is subject to approval by ERPPD and may be cancelled for any reason and at any time by the consumer or ERPPD.
9. Budget billing is available only to residential and rural residential services. It shall not be available to commercial, industrial or agricultural services.

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B. Pre-Paid Billing

1. Pre-paid billing is a pay-as-you go electric service.
2. No meter deposit requirement as described in Policy #3050 - Meter Deposits

C. Accepted Payment Methods

1. Cash, Check or Money Order
2. ACH
 - a. Checking/Savings
 - b. Credit/Debit Cards
3. Credit/Debit Card (Convenience Fees apply – (see *Policy #3500.3020-A.*)
 - a. On-line (website or app)
 - b. Over the phone
4. E-Check – (No Fee)
 - a. On-line (website or app)
 - b. Over the phone