

Implementation: 8/14/1990  
Revised: 12/12/00 (effective 6/01); 3/7/02; 5/12/15; 4/9/19  
Reviewed: 9/11/00

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Policy: #3070 – Payment Policy

SCOPE OF POLICY: Customers

RESPONSIBILITY: Management

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## **I. Policy**

It shall be the policy of the ELKHORN RURAL PUBLIC POWER DISTRICT to read all meters, if possible, by midnight on the last day of each month. Accordingly, payment is due on or before the scheduled due date (“Due Date”).

## **II. Procedure**

The account shall be considered delinquent when payment has not been received by the District on or before the Due Date and the account shall be subject to disconnection upon becoming delinquent.

- A. When payment is not received on or before the Due Date, an additional late payment fee (*see Fee Schedule 3500.3070-A*) shall be charged for the additional handling expense.
- B. The account shall be subject to immediate disconnection after becoming delinquent. The District shall send a written advance notice of disconnection to the customer for all residential accounts by First Class or Certified Mail to the Name and Address identified for the account.
- C. The District shall, when applicable, charge a service call fee (*see Fee Schedule 3500.3070-B*). The customer shall be required to pay all past due charges, plus the service call charge to resume service.
- D. When it is necessary to disconnect service and the customer requests service to be reconnected, all past due energy charges and all other service charges shall be paid, in addition to a reconnect fee for reconnecting service during office hours (*see Fee Schedule 3500.3070-C*). If reconnected after office hours or on weekends a reconnect fee (*see Fee Schedule 3500.3070-D*) will be charged, and a meter deposit adjustment, as provided in the meter deposit policy (*see Fee Schedule 3500.3050-B*), shall be paid before the service is reconnected.
- E. Customers will be billed by the District on approximately the first business day of the month and such charges are due by the Due Date and will become delinquent if not paid by the Due Date each month and then shall become subject to disconnection.

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- F. Any check originally received for payment of an electric bill, material sale, or labor charges that is returned by the bank will be charged a fee (see *Fee Schedule 3500.3070-E*). This fee is addition to any other applicable late payment charges. Checks returned on final notices may be subject to immediate disconnection. If the check is not payment of a final notice, then the customer will be notified and given two (2) working days to make full payment.
- G. This policy shall not apply to irrigation services. (See *policy #3250*)
- H. This policy shall not apply to prepaid billing. (See *Prepaid Billing Agreement*)