

Implementation: 8/14/1990
Revised: 12/12/00 (effective 6/01); 3/7/02; 5/12/15; 4/9/19; 7/13/21
Reviewed: 9/11/00

Policy: #3070 – Payment Policy

SCOPE OF POLICY: Customers

RESPONSIBILITY: Management, Employees

I. Policy

It shall be the policy of the Elkhorn Rural Public Power District (ERPPD) 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 ERPPD 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. ERPPD 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. ERPPD 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 ERPPD 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.
- 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*

Implementation: 8/14/1990
Revised: 12/12/00 (effective 6/01); 3/7/02; 5/12/15; 4/9/19; 7/13/21
Reviewed: 9/11/00

Policy: #3070 – Payment Policy

SCOPE OF POLICY: Customers

RESPONSIBILITY: Management, Employees

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. Accounts Receivable for material sales, labor, or any other charges, other than electrical sales shall be subject to a 1% per month (12% annual) carrying charge on any account that remains unpaid as of one calendar month after the month of charge (*see Fee Schedule 3500.3070 -F*). The interest charges will accrue until the full amount of the bill is paid. Unpaid balances after sixty (60) days past due will be transferred to the customer's electric receivable account.

H. Irrigation Services

1. All irrigation users will be billed by May 1st each year for the annual prepayment for the service. In the event that such prepayment is not paid prior to the last business day in May each year, a late payment charge of 5% will be charged.
2. All irrigation users will be billed by November 1 for energy during the year and in the event that such billings are not paid by the last business day in November, a late payment charge of 5% will be charged.
3. Irrigation services will be subject to disconnect if the prepayment is not paid by the last business day in May each year and subject to disconnect if the final bill is not paid by the last business day in November each year.
4. If an irrigation service is disconnected for non-payment, the service will be subject to the terms of Policy #3260.

I. This policy shall not apply to prepaid billing. (*See Prepaid Billing Agreement*)