

**POLICY NO. 7-4**

**SUBJECT:** Termination of Electric Service for Nonpayment.

**POLICY:** The System may terminate electric service to customers whose bill is unpaid seven (7) days after the discount date.

- PROCEDURE:**
1. Bills will state that service is subject to termination for nonpayment of bill.
  2. Written notice of termination will be mailed to the customer with final notice at least five days prior to scheduled date of termination.
  3. The "Past Due Notice" will include the amount due, and last date of payment to avoid termination. The Notice will also inform the customer of the procedures to follow to be granted a hearing, should the customer believe the bill to be in error.
  4. If customer does not make payment, make other acceptable arrangements, or request a hearing, termination will be made on schedule.
  5. Hearing and appeal procedures will be posted in the office at a location near where customers pay bills.
    - a. Hearings on contested bills will be conducted by a Hearing Officer by appointment at this office during regular business hours on business days.
    - b. Hearing officers are designated as Customer Accounts Representatives and Manager of Accounting.
    - c. Customer and his representative may examine System records pertaining to the customer's service. Hearing Officer will render a decision to the customer. Customer may appeal decision to the General Manager.
    - d. Appeal hearing will be scheduled by the General Manager as soon as possible after notification by customer. The General Manager will provide the customer with a final decision.
  6. Service will not be terminated for contested bills until the appropriate procedure under item 5 has been carried out, unless customer defers contesting the bill until after the discount date or fails to be in attendance at the appointed time, in which case termination will proceed as originally scheduled.
  7. If a bill is contested after termination of the account, hearings and appeals will be conducted in accordance with the procedures in 5. above, prior to reconnection of service. Alternately, the customer may pay the

full amount of the bill to have service reconnected immediately. The hearing and appeal process may then be initiated, and if the original bill is found to be in error, the customer will be credited or refunded the amount of the error.

8. If the customer is unable to pay the full amount of the bill before the termination date, Customer Accounts Representatives are authorized to negotiate an Extended Pay Agreement with the customer, subject to the following limits:

A. The customer must not have defaulted on a previous Extended Pay Agreement in the past 12 months.

B. The customer must pay a minimum of \$50.00 or ½ the bill amount, whichever is greater, prior to the termination date.

C. The customer agrees to pay the remaining balance of the bill within seven (7) days of the original termination date.

9. Extensions and partial payment arrangements in excess of those allowed in 8. above may be made on an occasional basis, and only by approval of the Manager of Accounting or the General Manager. Consideration should be given to the customer's past payment history, the amount of the bill, the amount of any security deposit, the length of time requested, and any extenuating circumstances which are known to exist.

10. Termination of Electric Service during periods of extreme weather will be governed by the terms of Policy No. 7-14, in addition to this Policy.

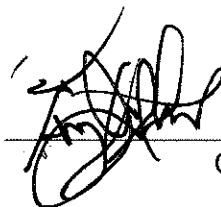
11. Termination of Electric Service in cases of medical hardship will be governed by the terms of Policy No. 7-15, in addition to this Policy.

12. Due to the additional hardship for customers, the normal disconnect date for any bill will not be set on a Friday. Disconnects for returned checks, unpaid bills after 3-day extensions, extensions due to medical hardship, extensions during extreme weather, defaults on extended pay agreements, etc. may be made on Fridays.

DATE ADOPTED: 9/29/80

DATE REVISED: 6-29-15

ATTESTED: \_\_\_\_\_



Chairman