

PLATEAU ELECTRIC COOPERATIVE
POLICY NO. B16

SUBJECT: TERMINATION

POLICY:

- A. A notice that service is subject to termination for nonpayment will be printed on the monthly bill.
- B. Written notice of termination shall be mailed to Customer at least 5 days prior to the scheduled date of termination.
- C. The Distributor may notify Customer by phone or in person in addition to such written notice when practical.
- D. The "cutoff notice" will include:
 - 1. The amount due, including any other charges
 - 2. The last date of payment and place of payment to avoid termination
 - 3. Instructions as to how to apply for a hearing if the bill is disputed.
- E. If Customer does not make payment, notify Distributor of dispute of bill, or make other arrangements acceptable to Distributor, by last date for payment, Distributor will proceed on schedule with termination.
- E. The employee carrying out the termination procedure will attempt, before disconnecting service, to contact the Customer at the premises in a final effort to collect payment and avoid termination. If customer is not at home, service may be left connected for 1 additional day and a further notice left at a location conspicuous to customer.
- F. Termination will not be made on any day preceding a day when the Distributor's office is scheduled to be closed.
- G. Anytime the temperature is between 32°F and 98°F terminations will continue. The temperature will be based upon weather.com using zip codes 37841 for Scott County and 37887 for Morgan County.
- H. If the Customer notifies PEC of a medical hardship prior to termination of service, PEC will give the Customer an additional 3 business days beyond the original termination date before service is disconnected. During this time, the Customer must provide PEC with medical documentation from their physician stating the need for a life sustaining device. PEC will, in turn, work with the

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- customer to develop a payment plan not to exceed 60 days in duration. This medical hardship provision may only be utilized one time in a six month period.
- I. Hearing on disputed bills will be held by appointment at any Distributor office between the hours of 7:30 a.m. and 4:00 p.m. on any business day.
 - J. A customer requesting a hearing has the right to examine Distributor's records pertaining to that customer's service.
 - K. A customer requesting a hearing has the right to have a representative at the hearing, to testify, and present witnesses.
 - L. Hearing will be conducted by a Hearing Officer duly appointed by the Distributor.
 - M. The Hearing officer will hear the evidence, render a decision in writing and shall promptly provide the Customer a copy of such decision.
 - N. The Customer has the right to a posttermination hearing under the above procedures if there was no hearing before termination, if Customer requests such post termination hearing within 3 business days following such termination.
 - O. The Customer's service will not be terminated until an appropriate decision is reached under "I" through "M" above.
 - P. Upon written request of Customer having a valid need, the Distributor will record the name of a third party to be given prior notification if the Customer's service is to be terminated.

Adopted: 01-19-2015

Effective: 10-01-2015

Superseding Policies Adopted:

9-19-05; 11-26-80; 051980 and 031780