

PLATEAU ELECTRIC COOPERATIVE

POLICY NO. B11

SUBJECT: BILLING

POLICY:

- A. Bills will be rendered monthly and shall be paid at the office of Distributor or at other locations designated by Distributor.
- B. Failure to receive bill will not release Customer from payment obligation.
- C. The due date for payment of the bill will be 15 days for residential Customers, and 15 days for other classes of Customers after the day the bill is mailed to the Customer.
- D. Payments made after the due date will be subject to a late payment charge. The residential, *street lighting, and security lighting classes* late payment charge will be computed as a charge of 5 percent on the unpaid portion of the electric bill, excluding other charges and sales tax. The late payment charge for other classes of service will be computed as a charge of 5 percent on the first \$250.00 of the unpaid portion or the electric bill plus one percent of the unpaid portion exceeding \$250.00, excluding other charges and sales tax.
- E. Should the due date of bill fall on a Saturday, Sunday or holiday, the business day next following the due date will be held as a day or days of grace for delivery of payment.
- F. Remittances received by mail with U. S. postmark on or before the due date will be considered paid by the due date and will not be subject to a late charge.
- G. A collection fee will be charged for each trip Distributor makes in an attempt to collect past due amounts from the Customer.
- H. A budget billing plan is available upon request for the residential consumers who have been receiving service at their present location for at least 7 months. Requests for information may be made in person at any office of the Distributor, by phone, or by mail.
- I. For Customer with hardship or other special extenuating circumstances, special counseling is available. When requested by such Customers, Distributor may arrange for Customer to pay a bill in installments.

Superseding Policy Adopted:
03-17-80

Adopted: 12-19-16

Effective: 1219-16