

BLACHLY-LANE ELECTRIC COOPERATIVE

Procedure 2320

Section: Financial Management

Subject: Collection of Unpaid Accounts

I. OBJECTIVE

BLEC will strive to treat all members equitably by establishing standardized procedures and fees for the collection of delinquent amounts.

II. PROCEDURE

- A. An account whose current balance is not paid by close of the current billing period will receive a reminder on the message portion of the consumer's following bill statement.
- B. If payment is not received within ten (10) days of the bill statement with the reminder message, a final notice will be mailed.
- C. If payment is not received within five (5) days from the date of the final notice, BLEC may:
 1. Elect to make a field visit to the service address in an attempt to collect payment of the total amount owing and/or
 2. At the consumer's request, make satisfactory payment arrangements or
 3. Discontinue service until the delinquent balance, plus the current charges (including charges up to the reading taken at the time of the disconnect), as well as any collection, disconnect and/or reconnect charges, are paid. A deposit of twice the maximum monthly bill during the most recent 12-month period, or a minimum of \$250, will be required.
 4. Delinquent disconnects will not be performed on Fridays or the day before a BLEC observed holiday as referenced in Procedure 2635; on any date for which the National Weather Service forecasts the temperature of a location within the service territory of the utility will exceed 100 degrees Fahrenheit for a period of 12 or more hours; or, if the projected low will be 32 degrees Fahrenheit or less for a period of 12 or more hours.
- D. If collection field visits have been made or service is discontinued for non-payment, the consumer's credit history with BLEC will be affected and collection charges may be assessed.
- E. BLEC is empowered to assess collection charges for one or more of the following:
 1. For collection field visits - \$30.
 2. For disconnect field visits - \$30.
 3. To reconnect during regular business hours - \$30.
 4. To reconnect after regular business hours - \$250.

F. Any member who has a delinquent balance owing to the cooperative on an existing account, or with a collection agency acting on BLEC's behalf, will not be reconnected until the delinquent balance is paid in full or satisfactory payment arrangements have been made. If the credit on the existing account(s) with BLEC is unsatisfactory, and a deposit does not already exist, a deposit of twice the maximum monthly bill during the most recent 12-month period, or a minimum of \$250, will also be required to be paid. It shall be the duty of BLEC employees to check the membership/account records at the time a service connection is requested.

G. Management shall prepare a report on the co-op's processes for non-payment of a delinquent account for the Board of Directors review by November 1 of each year in compliance with HB 2599.

III. RESPONSIBILITY

The administration of this procedure is the responsibility of the General Manager.

APPROVED by



General Manager

FOUNDATION DATE: 7-26-88
DATE LAST AMENDED: 10-26-15
REVIEW SCHEDULE: As Needed