

POLICY No. 6-13

BILLING AND CREDIT POLICY

PURPOSE OF POLICY:

To provide guidelines for the billing and collection of revenue for providing electric power. These guidelines are intended to promote fair and respectful treatment of all members and to minimize revenue loss to the cooperative.

POLICY CONTENT:

- 1) Nondiscrimination: Inland Power will not discriminate unlawfully against anyone.
- 2) Treatment of Members: Inland Power employees will strive for a high level of understanding and satisfaction among the members. All employees should treat members with the utmost courtesy and respect. Any procedures and programs used by the cooperative will be designed to maximize convenience to the members.
- 3) Membership Requirements: Inland Power will provide electric service to members as provided in the cooperative Bylaws Article 1, Section 1. Prospective members not paying the membership fee may have the fee assessed to their electric service bill.
- 4) Deposits: Any member requesting electric service may be required to establish credit. If satisfactory credit cannot be established or maintained, a deposit may be required.
- 5) Payments: Electric service bills are due and payable when issued. Finance charges not in excess of legal limits may be applied to delinquent accounts.
- 6) Discontinuance of Service: An account may be disconnected for failure to comply with any established federal or state code, cooperative bylaw, board policy and/or management procedure. An account may be disconnected when necessary to prevent the cooperative from sustaining further exposure to loss of revenue. Any account that is to be disconnected will be given notice as provided in management procedures. Accounts that have been disconnected may be charged a re-connection fee prior to having power restored. Accounts where life support systems are in use will not be disconnected until the person using the life support system is given an opportunity to make arrangements to receive life support at another location. If employees of the cooperative made an error in judgment or

did not follow proper procedures in disconnecting an account, power will be restored without charge. Management may take an appropriate course of action to counteract the inconvenience and restore good relations with the member.

- 7) Collection of Delinquent Balances: Staff may use any and all legal avenues available for collection of delinquent balances. These avenues may include, but are not limited to, collection agencies, promissory notes, small claims court, superior court and property liens. Collection of delinquent amounts for electric service, deposits or any other proper charge will be handled in a firm but fair and dignified manner through procedures prescribed by the CEO.

The member may be billed for any and all costs of collection including, but not limited to, collection agency fees, attorney fees and court costs. Outstanding capital credits may be applied to delinquent balances prior to being pursued beyond in-house collections. A member may be required to pay outstanding balances on other accounts before receiving service at a new location. Balances from inactive accounts may be transferred to active accounts.

RESPONSIBILITY FOR IMPLEMENTATION:

The CEO is responsible for developing procedures to implement this policy.

POLICY APPROVAL DATE 03/16/23

POLICY EFFECTIVE DATE 03/16/23

Randy Suess, President
Board of Trustees