

SAND MOUNTAIN ELECTRIC COOPERATIVE

SUBJECT: Consumer Billing and Due Dates

I. OBJECTIVE

To assure that all consumer-members are regularly rendered bills for their electric service and that they will receive equal treatment in the payment requirements for their accounts.

II. POLICY

- A. Bills for non-Pre-Pay accounts will be rendered monthly and be payable on the day they are issued.
- B. Failure to receive a bill will not release the consumer from payment obligation nor entitle the consumer to any additional time in connection to the due date.
- C. The cooperative shall render all bills not less than 15 days prior to the respective due date of the bill.
- D. Accounts paid after the due date will be charged a late payment fee. The late payment fee shall be calculated as follows: Five percent on the first \$400.00 past due and one percent on the remaining past due amount.
- E. The cooperative will charge any member making a payment by insufficient check an additional fee for same. The fee for insufficient checks shall be set by the cooperative and based on the prevailing rate charged by area banks and merchants for insufficient checks.
- F. A levelized billing plan shall be made available for residential customers who have been receiving service from the cooperative for at least twelve months and who have made no delinquent payments during the last twelve months. Requests for information may be made in person at the office of the cooperative or by phone.

III. RESPONSIBILITY

It shall be the responsibility of the Manager of Finance and Office Services to see that this policy is complied with.

Attest \_\_\_\_\_  
Secretary

**Date Adopted:** February 24, 1981

**Dates Revised:** November 23, 1982; February 8, 1983; October 23, 1990; and September 26, 2000, October 28, 2014, March 24, 2015.