

STANTON COUNTY PUBLIC POWER DISTRICT
807 Douglas Street
Stanton, Nebraska

September 2019

BILLING AND COLLECTION POLICY

The objective of this policy is to encourage prompt and orderly payment of monthly electric service charges from the customer, to establish rules and regulations, and the additional fees to be collected from all customers, and to protect the Stanton County Public Power District and its customers from financial losses.

POLICY PROVISIONS AND CONDITIONS

A. ELECTRICAL SERVICE BILLING DATES

Every effort will be made so that monthly electric energy billings will be mailed to all customers to arrive on or before the 10th day of each month, and the billing must be paid on or before the 20th day of the same month it is mailed. If payment for the billing has not been paid by the collection date of 12 o'clock midnight on the 20th day of the month in which the billing is sent, the 7.5% penalty will apply and must be paid. This policy shall apply to all monthly rate classes of electric service. The policy will apply to irrigation and idle services in those months in which the services are billed by the District.

B. PAYMENT FOR ELECTRICAL SERVICE BILLINGS

Customers will only receive one billing statement per month. If payment for electrical service billings is not received by 12 o'clock midnight on the 20th day of the month, an additional 7.5% penalty for not promptly and completely paying for all charges will be added to the balance. These balances are both printed on the billing statement. After the 20th, the balance, including the penalty, is due in the District office by 12 o'clock midnight on the 25th day of the month in which the billing was sent, or may be subject to collection.

1. PENALTY FOR DELINQUENT PAYMENTS ON ACCOUNT

Said 7.5% penalty is a method of promoting payment for the electrical services received and is not in anyway interest on the account. Said provision for the penalty is granted to the District to promote prompt payment of electrical service billings as authorized by Section 70-408 of the Nebraska State Statutes.

C. DATES AND FEES COLLECTIONS

If payment for the billing has not been paid by the collection day of 12 o'clock midnight on the 25th day of the month which the billing is sent, the account will be turned over to District personnel for collection and notice of disconnection of service. District personnel will send a seven (7) day notice of disconnect of service by first class mail as authorized by Section 70-1605 of the Nebraska State Statutes. A \$30.00 collection charge will be added to the account total. Prior arrangements may be made monthly for payments no later than the seven (7) day disconnect date. If the prior arrangements are adhered to the collection charges will be waived. If the arrangement extends past the disconnect date the total amount of the arrangements must include the past and the current amounts due. As stated in the 7-day disconnect notice all payments must be made with cash, cashier's check, money order or credit and debit cards. Payments must be received in

the District office by 4:00 p.m. on the 7th day. If collection cannot be made, the electrical service will be subject to disconnect and the account subject to the conditions and terms hereinafter set forth.

D. INSUFFICIENT CHECKS AND CHARGES

Any checks returned to the District because of insufficient funds or any other reason shall not be regarded as payment of the account until reimbursed by the customer with cash, cashier's check, credit or debit card or money order, plus a \$30.00 charge for handling of said account. All checks of this nature shall also be treated as unpaid billings by the 25th day of the month in which the billing was sent and subject to disconnect. If insufficient funds checks or returned ACH are received in the District office two times in a 12 month period, customers account will be required to pay in cash, cashier's check, money order, credit or debit card for a period of one year to re-establish a good credit rating with the District.

E. DISCONNECT DATES, NOTICES AND RECONNECT FEES

Electric service shall not be discontinued for at least seven days after the disconnect notice is sent or given to the customer, holidays and weekend days shall be excluded from the seven-day notice period. If notice is given to the customer by first class mail, such mail shall be conspicuously marked as to its importance.

If the service is disconnected because of the failure to pay the unpaid billing or failure to pay the meter/security deposit, there shall be a disconnection fee of \$75.00. If reconnection is made during *regular working hours for the District's service crews, there will be no reconnection fee. If reconnection is made outside of regular working hours of the District's service crews a reconnection fee of \$120.00 will be charged and must be paid in full before reconnection can occur.

*Regular working hours shall mean the crew must have time to reconnect the service and return to the office during their regular working hours.

If the service is disconnected for non-payment of a delinquent billing or failure to pay a meter/security deposit, then before the customer can be reconnected at the same location or any other location, the customer will be required to pay the past due electric service billing, any unpaid meter/security deposit, penalty, sales tax if applicable, collection fee, insufficient fund check fee, if any, the reconnect fee and at the discretion of the Manager any additional security deposits deemed necessary and or all energy and service charges to bring the billing up to date of the disconnection of the service. This must be paid in cash, cashier's check, money order and credit or debit cards.