

**POLICY NO. 30-210**

REVISION DATE: January 23, 2008

**SUBJECT: DISCONNECTION AND RECONNECTION - NON PAYMENT**

**I. PURPOSE**

Whenever a member does not pay their account to the Cooperative Inc., the other members must assume this loss in their own billings. Prudent business operation then requires that every effort be made on a systematic basis to keep account(s) current.

**II. POLICY CONTENT**

It shall be the policy of Okanogan County Electric Cooperative to follow a systematic procedure in collecting past due accounts.

**III. PROCEDURES:**

The following practices and procedures shall apply to the provisions of the policy:

The cause for termination of service are as follows:

1. Non-payment of account.
2. Discovery of meter tampering or bypassing.
3. Discovery of a condition determined by Okanogan County Electric Cooperative, Inc., to be hazardous.
4. Failure to comply with the Articles of Incorporation, Bylaws, or policies of the Cooperative.

Prior to termination of any account for any reason, other than the discovery of a hazardous situation, a member will be provided with reasonable prior notice based on the following schedule:

1. At least five (5) days prior to termination, a delinquent notice will be sent to the last known address of the member in whose name the account is registered.
2. If response and payment or appropriate action correcting the non compliance is received to this notice within five (5) days, an employee of Okanogan County Electric Cooperative, Inc., will be sent to the account site or in person to the member for collection or disconnection of the service.

The member may, at the Cooperative's discretion, be allowed the option to sign a "Payment Agreement" with the Cooperative. The agreement will spell out a payment amount and schedule, which will bring the past due balance current. It must be noted that henceforth the member will be required to:

- a) Keep their current monthly bill paid in full and on time.
- b) Maintain payments of past due account as specified on the Payment Agreement and on the dates so indicated.

Failure to comply with the provisions of the Payment Agreement or those outlined above will result in termination of service without further notice.

2. No disconnects will be done on Friday or a day proceeding a holiday.
4. If disconnected for non-payment, an additional \$50.00 will be charged to reconnect the account if the request is made before 3:00 p.m. on weekdays. A charge of \$150.00 may be made if the request for reconnection is made after 3:00 p.m. or outside of normal working hours.
5. At the date of termination, personal contact with any occupants of an affected residence will be attempted, except in the case of a Disconnect Switch Interbase installation.

Termination of accounts where a hazardous condition exists may be done immediately, and the account will remain disconnected until the hazard is eliminated.

If a member notifies the Cooperative office, not less than five (5) days prior to the disconnect date shown in their notice, that there exists a bona-fide complaint or question regarding the amount of their bill, or their obligation for the amount owed, the member will be granted an informal hearing with the General Manager. The General Manager will make an initial determination of the validity of the question or complaint and will provide the member with a written memorandum of the determination made. If the member is not satisfied with the determination made, a final hearing with the board of Directors may be requested. At either hearing, the member or the Corporation may be represented by counsel if they so choose.

The member, or the designated representative, may present any relevant evidence at the hearing and have the right to call witnesses. The burden of proof shall lie with the member to establish any facts justifying continuation of the service. Recording of the hearing may be done at the request of either party.

It will be the responsibility of the member to notify the Cooperative of the following:

1. Any third party to receive copies of the disconnect notices.
2. Elderly or handicapped status of any member of the household.

3. Presence of appliances at the residence which are essential for the maintenance of health of one or more of the residents.
4. Since Okanogan County Electric Cooperative, Inc., is a cooperative organization, which is directed and governed by its Articles of Incorporation and Bylaws, it is not legally affected by the Washington State law relative to cold weather shut-off of accounts for non-payment.

If service has been disconnected, reconnection will be done if the member takes the following steps:

1. Pays in full all amounts due the Cooperative, including all collection fees and costs associated with notice, as listed below.
2. Pays all charges for reconnection. If request for reconnection is made before 3:00 p.m. on weekdays, the reconnect charge will be \$50.00. If the request is made after 3:00 p.m. or outside of normal working hours, the charge will be \$150.00.
3. When an irrigation account from the prior year is delinquent, the account balance must be paid in full before the account will be connected.
4. Corrects hazardous conditions, if applicable.
5. In the case of Cooperative property damage, pays the cost of repairing any Cooperative equipment, which has been damaged, if applicable.
6. Provides the Cooperative with any additional security deposits, pre-payments or guarantees that the Cooperative requires.
7. Agrees to comply with reasonable requirements to protect the Cooperative against further infractions.

#### **IV. RESPONSIBILITY**

The General Manager shall be responsible for implementation of the policy.

#### **ATTESTING:**

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
President

\_\_\_\_\_  
Date