

	Payment Services	SOP Name	Billing
		Revision #	002
		Implementation Date	10/09/2018
		Last Reviewed/Update Date	February, 2020
SOP Owner	Dianna Walmsley	Approval	<i>Stacey White</i>

Standard Operating Procedure

1. Purpose

To outline processes for AEC Member billing, associated fees, penalties, rate information, account history requests, and rate change notification.

2. Scope

This applies to all Members receiving electrical services from AEC.

3. Procedure

Billing:

- A. Bills for services will be calculated on a calendar monthly basis. AEC shall render all bills no less than 15 days prior to their respective due date.
- B. Accounts that are paid after the due date will incur a late fee of 5% of the outstanding account balance.
- C. Failure to receive a bill from AEC does not release the Member from payment obligations nor entitle the Member additional time beyond the initial due date. Bills are sent at approximately the same time each month.

Late Notices:

- A. Notification of termination of service shall be given to the Member after the assigned due date.
- B. Notification can be relayed by any of the following means of communication:
 - a. A written mailed notice
 - b. Text message
 - c. Email
 - d. Phone Call
- C. All termination notifications shall be documented.
- D. Termination of service notice will include the following:
 - a. Date of termination if payment is not received
 - b. Options for error resolution

Disconnection of Services:

- A. If payment is not received within 30 days of the Members billing cycle then AEC will proceed with service disconnection on the 31st day.
- B. Notice for disconnection date will be listed on the Members billing statement and shall be 11 days after the due dates.

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Collection Fee:

A. When a Member's payment has not been received by the 31st day and collectors are dispatched to a residence for payment, a \$35.00 collection fee will be added to the past due balance.

Reconnection Fees:

A. When a Member's service has been disconnected for non-payment on the 31st day the following fees shall apply for reconnection:

- \$35.00 for same day reconnection during business hours
- \$95.00 after 4:00 p.m. until sunset
- \$170.00 after sunset until 10:00 p.m.
- No reconnect for non-payment will be made between the hours of 10:00 p.m. and 7:30 a.m.

B. The following fees shall apply for reconnection after the 31st day:

- \$50.00 during normal business hours
- \$95.00 after 4:00 pm until sunset
- \$170.00 after sunset until 10:00 p.m.
- No reconnect for non-payment will be made between the hours of 10:00 p.m. and 7:30 a.m.

Acceptable forms of bill payments:

A. The following shall be acceptable methods of payment:

- cash
- check
- credit card or debit card
- money order

Non-sufficient funds:

A. If a Member makes payment with a check that is returned for non-sufficient funds the following will occur:

- The Member will receive notification from AEC in regards to the NSF payment.
- The Member will be given 10 days from the date check is returned to make payment of the original amount due as well as an NSF fee without service being terminated.
- Non-Sufficient funds fees are set by AEC based on rates charged by area banks and merchants.

Information to Members:

Information is available for the purpose of consistency, fairness, and improved communication between AEC and its Members.

AEC will inform and make available to Members upon application for service and anytime thereafter upon request the following:

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- a. AEC by-laws
- b. AEC Standard Operating Procedures
- c. Current rates applicable to the Member and a written and/or oral explanation of the rate schedule.

A.) Upon request their monthly account history for the prior 12-month period will be provided to the Member.

B.) Requests for information may be made in person, by phone, by email or through the U.S. Postal Service.

C.) Members shall be notified of any change in AEC's rates at least 30 days prior to implementation of such change. Notification will be by publication in the local news media and/or electronic media. Methods for notification will be chosen based on attempting to reach the majority of consumers in AEC's service area.

4. References

Arab Electric Cooperative Application for Service

TVA Regulatory Framework

TVA Power Contract

My signature above indicates that I have received this SOP, and I understand that I am encouraged to discuss any concerns with my supervisor.