

**EGYPTIAN ELECTRIC COOPERATIVE ASSOCIATION
POLICY BULLETIN NO. 114**

SUBJECT: RETURNED PAYMENTS

In the event a check/electronic check (e-check), bank draft, or credit/debit card payment is returned for any reason, including but not limited to insufficient funds or due to a fraudulent payment, a notice of the returned payment amount will be sent to the member. The returned payment amount and a returned payment fee of \$35.00 will be added to the applicable account balance.

For members that utilize traditional (not Prepay) billing, the member on the account will be notified of the returned charges by mail or email. The member shall pay all amounts due to the Cooperative, including the returned payment, the returned payment fee, and if applicable, past due balances on the account, immediately upon receipt of the notice. If these requirements are not met, the service may result in disconnection in accordance with Board Policy 109.

For members that utilize Prepay billing, the member will be notified of the returned payment amount and the returned payment fee by mail or email. In accordance with the signed Prepay Agreement, a returned payment may result in an automatic disconnection of electric service.

If the Cooperative receives two (2) returned payments on a member's account within a twelve (12) month period, checks and/or e-checks will not be accepted on the account. A member may request the Cooperative review the account to reinstate check and/or e-check payment capabilities twelve (12) months after the check and/or e-check capabilities were removed or suspended. Removal, suspension, and reinstatement of check and/or e-check payment capability is within the sole discretion of the Cooperative.

Adopted: July 21, 2006
Reviewed: May 25, 2010
Revised: August 28, 2018
Revised: March 28, 2023

Attested: Gilbert Kroening, Secretary
Attested: Raymond Mulholland, Secretary
Attested: Paul Pyatt, Secretary
Attested: Randall Campbell, Secretary