

**EGYPTIAN ELECTRIC COOPERATIVE ASSOCIATION
POLICY BULLETIN NO. 109A**

**SUBJECT: DISCONNECTION OF SERVICE FOR NON-PAYMENT FOR
TRADITIONALLY BILLED ACCOUNTS**

POLICY:

I. Electric service to a member's premises will be disconnected for non-payment provided:

1. The member has been sent a Final Notice Prior to Disconnect by first class mail, email and/or push notifications informing them that the account is in arrears and is subject to disconnection without further notice if payment is not received by the specified date listed in the Final Notice Prior to Disconnect. The Cooperative may also extend the courtesy of automated calls prior to disconnection, in its sole discretion.
2. The member has not contacted the Cooperative office to make an approved payment arrangement with the Billing Department for the past-due amount. If payment arrangements are not kept as agreed, the Cooperative shall disconnect without further notice to the member. Should a member default on a payment arrangement by means of insufficient funds, disconnect shall occur without further notice.
3. The date of disconnect does not immediately precede a holiday or weekend, and the time is before 2PM CST.
4. The 24-hour period following the day of disconnection, the National Weather Service forecasted temperatures are above 32, and below 90, degrees Fahrenheit.
5. Meter Tampering will be processed in accordance with the procedures set forth in Meter Tampering Policy 119.
6. This policy is not applicable to members who are enrolled, by agreement with the Cooperative, in Prepay billing. Terms of Prepay billing are in accordance with the Prepay Agreement and Use of Prepay Billing System Policy 117.

II. Terms for reconnection of a service disconnected for non-payment:

1. Service will be reconnected when all amounts due the Cooperative are paid in full. Amounts due include, but are not limited to, a \$25 fee, any required deposit in accordance with Membership Security Deposit Policy 104, and the full balance owed on account. Additional documents may be required depending on circumstances of disconnect, in the sole discretion of the Cooperative. No personal, electronic, or third-party checks will be accepted.
 - a. Remote Metered Service: When all amounts due to the Cooperative have been paid in full on a remote metered service, service will be restored automatically.

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- b. Non-Remote Metered Service: For services with non-remote meters that do not have remote reconnection capabilities, an additional \$200 fee will be added to the account balance and must be paid in full before reconnection can take place outside of normal business hours.

- 2. Service may be reconnected as a Prepay billed account in accordance with the procedures adopted in Policy 117. The member must have successfully executed a Prepay Agreement with the Cooperative and have paid any and all amounts due the Cooperative by end of business, for same day service restoration.

III. Exceptions

- 1. Serious Illness

Disconnection of service will be delayed for up to a total of 60 days when disconnection will aggravate an existing serious illness of any person who is a permanent resident of the premises where services are rendered, provided that the member complies with the requirements detailed in the Medical Extension (109B) of this policy.

- 2. Low Income Home Energy Assistance Program (LIHEAP) recipients

Members receiving assistance from LIHEAP may be disconnected for non-payment in accordance with the provisions as stated in the Vendor Agreement between the Cooperative and the LIHEAP Administrative Agency.

- 3. Terms of Contractual Agreement

Where a contractual agreement exists between the Cooperative and a member, service shall be disconnected for non-payment pursuant to the terms defined in the contractual agreement between the member and the Cooperative.

IV. Responsibility

- A. It shall be the responsibility of the Executive Vice President/General Manager to administer this policy.

- B. The Cooperative shall maintain records of all notices of disconnection, along with all records of medical certifications on the member's account in accordance with Record Retention Policy 408.

Adopted: 4/24/84
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Attested: Gilbert Kroening, Secretary
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