

A. Billing

1. Electric service bills will be rendered for scheduled billing periods of approximately one month and will be based upon meter readings and, if applicable, the number of days in the billing period or upon estimates as provided herein.
2. Readings of two or more meters will not be combined for billing purposes, unless the convenience of the District is served thereby, or except as provided under Rule No. 2, Section D.2.f.
3. Should metering equipment fail or an accurate meter reading cannot be obtained, the District will estimate demand or energy, or both, for the period of service involved and use such estimates in computing a bill.
4. Opening and closing bills rendered for periods of less than 30 days will be computed in accordance with the Rate Schedule applicable to that service and no proration for partial billing periods will be rendered.
5. The non-return of bills which are properly addressed and mailed postage prepaid will be regarded as proof of delivery and receipt of bills.
6. Electric service bills will be rendered for consumption used when parties known or unknown have reestablished the service after the District has affected a turn-off and for consumption used in cases of energy theft and power diversion.
7. Customers with multiple locations have the option of receiving an individual bill for each location or one "Summary Bill" for two or more locations. A Summary Bill is rendered with a cover sheet summarizing the billing details for each location.
8. Property owners may enter into a standing order agreement to have services automatically placed into their name at the time a tenant moves out of a rental unit. This insures continuous service until a new tenant moves in. Standing Order Agreements may be obtained under the following conditions:
 - a. A signed agreement listing each rental location is required and is renewed every two years. Multiple units at a single rental location may require separate agreements.
 - b. The property owner is responsible for any consumption and additional account charges while the account is billed to the standing order.

B. Payment of Bills

1. All electric service bills are payable upon presentation to the customer and are considered past due on the designated due date stated on the bill. Payment shall be made through the U.S. Postal Service, at the offices of the District, at District pay stations, electronic bill payment through the Automatic Bill Payment program described herein, or to any duly authorized District representative.
2. Payments may be made in the form of check, cash, money order, cashier's check or electronically through the Automatic Bill Pay program.
3. A Late Payment Fee, as specified in Appendix A, will be applied to any account not paid by the due date stated on the bill.
4. Unpaid final bills will be transferred to the customer's current account or may be transferred to a collection agency for appropriate action.
5. A Returned Check Fee, as specified in Appendix A, will be added to the customer's account for each check tendered as payment to the District that is returned unpaid by the customer's financial institution. If two (2) returned checks are received on an account within twelve (12) months, the customer will be notified that they shall pay by cash or cash equivalent such as money order or cashier's check for the next twelve (12) months to avoid disconnection of services and additional fees due to additional returned checks.
6. A Disconnect Fee, as specified in Appendix A, will be collected from each delinquent customer whose delinquency, as prescribed by District Rules and Regulations, requires a District representative to be dispatched to the customer's service location for the purpose of disconnecting service. This charge will be assessed even though the customer actually forestalls the disconnection by payment of the account in the field.

C. Automatic Bill Pay Program

Customers may request their electric bills be automatically deducted from their banking accounts by applying for the Automatic Bill Pay (ABP) program.

1. The District will require each prospective customer to furnish the following information:
 - a. A completed ABP application form supplied by the District.
 - b. A voided check noting the MID account number from the banking account to be used for payment. The word "VOID" must be written on the check.
2. The application and voided check may be submitted with the utility payment, mailed, or delivered to a District office.

3. Participating customers will be mailed a monthly statement with the indicator, "ABP, Do Not Pay," imprinted on the statement. The customer will have ten (10) calendar days to verify the bill before the payment is deducted from their banking account.
4. A returned item notice will generate a Returned Check Fee as specified in Appendix A.
5. Customers may be removed from this program under the following conditions:
 - a. A customer notifies the District, in person, by mail or by telephone, requesting to discontinue participation in the program.
 - b. The District is notified by the customer's banking institution that a customer's account has been closed.
 - c. A customer receives two return item notices in a twelve- (12-) month period. The customer will be notified that they shall pay by cash or cash equivalent such as money order or cashier's check for the next twelve (12) months to avoid disconnection of services and additional fees due to additional returned checks.
 - d. Customers may reapply after twelve (12) months' satisfactory pay history on the regular payment program.
6. Customers removed from this program shall be notified by the District and are responsible for any outstanding balance due.

D. Estimated Billing

1. The District will estimate the bill of any customer for any billing period that the meter is not accessible, and if extreme weather conditions, emergencies or other circumstances occur which prevent actual meter readings. The usage will be estimated based on the same month's consumption in the prior year or other criteria defined by the District.
2. When the District is unable to gain access to read a meter, the District may request the customer's assistance to undertake reasonable alternative measures to obtain an actual reading. The District will maintain accurate records of the reasons therefore and efforts it has made to secure the actual reading.
3. If the customer refuses to comply with such alternative measures or makes reading of the meter unnecessarily difficult, service will be subject to disconnection pursuant to Rule No. 11 and the customer shall be responsible for the cost incurred in relocating the meter before service will be restored.
4. The District will estimate the bill for consumption used after a meter has been removed by the District and parties known or unknown have turned on power without the knowledge of the District. The estimation will be based on previous billing history at the location.

E. Balanced Payment Plan Program

1. General - Definition
The Balanced Payment Plan (BPP) program is a voluntary program that allows a residential customer to pay equal monthly payments for electrical service.
2. Eligibility
 - a. The BPP program is only available to the District's residential customers with at least twelve (12) months of service.
 - b. A completed and signed application must be on file in order for a customer to participate in the program.
 - c. The customer's current account must be paid in full or have an acceptable payment arrangement in order to participate in the program.
 - d. The District reserves the right to remove a customer from the program if the customer does not pay at least the BPP Amount and any other fees every month.
3. Rules and Regulations
 - a. The amount that the customer will pay each month (BPP Amount) is based upon the customer's last twelve- (12-) month billed amounts. The BPP Amount will be adjusted under the following conditions:
 - 1) During the annual adjustment period in February, the BPP Amount is recalculated to include any accrued balance, rate and/or consumption changes.
 - 2) The customer's accrued balance falls outside the range equal to three (3) times the average monthly bill.
 - 3) The initial BPP Amount will be calculated using billed amounts from the previous year that correspond with the months remaining until the next annual adjustment.
 - b. The bill the customer receives will indicate the amount of the current bill, the BPP Amount, and the accrued balance. Any deposits or fees are separate line items in addition to the BPP Amount. Any billing adjustments will be factored into the next BPP Amount.

- c. If the customer misses two payments or receives more than two return notices in a twelve- (12-) month period, the customer will be notified that they are no longer allowed to participate in the program for a twelve- (12-) month period. All outstanding balances will be due at that time.
- d. The District will not charge or pay any interest on the accrued balance
- e. The District will not make any cash refunds to customers for any monies accrued under the BPP, unless the customer discontinues receiving service from the District.
- f. A customer transferring from one address to another within the District service area may be allowed to continue participation in the program.
- g. The customer desiring to discontinue participation in the BPP program and resume regular billing may do so at any time by notifying the District. Any accrued balance will be reflected in the next regular bill after the BPP is discontinued. Customers who discontinue the BPP will be ineligible to re-apply for a minimum of twelve (12) months.

F. Public Assistance Programs

- 1. The District receives funds for payment on electrical accounts from organizations and agencies for low-income customers. These payments shall be processed within five (5) days of receipt.
- 2. Each agency is responsible for establishing eligibility and processing applications. Funds received from an agency will be applied according to the rules of that agency. At the customer's request, the District will provide a list of organizations and agencies offering financial assistance to residential customers who are unable to pay their bill.
- 3. When a payment creates a credit balance on a closed account as a result of a payment from an organization or agency, the credit amount is returned to the agency as required.