

POWELL VALLEY ELECTRIC COOPERATIVE

POLICY NO. 100 – 2 D

BILLING

I. OBJECTIVE

To provide a fair and equitable procedure for billing and collecting of revenue, considering the business needs of the Cooperative and the human needs of the member.

II. BILLING

A. Billing Cycles

1. Meter reads and bills will be processed in 19 billing cycles each month.
 - a. Approximately 5% of the small commercial and residential accounts will be billed in each cycle.
2. The meters for large power bills will normally be read on the last day of the month to minimize the effect on unbilled revenue.

B. Meter Reading Schedule

1. Billing supervisor establishes a 12 month meter reading schedule, trying to keep each billing cycle's number of days as close to 30 as possible.
2. Weekends and holidays may affect some cycles
3. Business days are defined as all calendar days excluding weekends, cooperative and Federal holidays.

C. Billing Cycle Dates

1. **Meter Reading Date**
 - a. TWAC's reads the meters at midnight and time stamps the following day's date as the meter reading date.
 - b. The missing meter read report and pre-bill edit are reviewed and corrected on this date *(or following business date if meter reading date is a weekend or holiday)*.
2. **Bill Date**
 - a. A final review of the pre-bill edit and bill calculation will be performed the next business day following the meter reading date *(or second business date if meter reading date is a weekend or holiday)*.
3. **Bill Mail Date**
 - a. Bills will be printed and mailed the next business date *(including Saturdays)* following the bill date.
4. **Due Date**
 - a. Bills will be due a minimum of 15 calendar days after the bill date.

5. Bank Draft Date

- a. Bank drafts for applicable customers is the due date (*or following business date if due date falls on a holiday or weekend*).
- b. The bank draft file is sent to the bank the last business day preceding the due date to allow bank processing on the due date (*or following business date if due date falls on a holiday or weekend*).

6. Credit Card Draft Date

- a. Credit card drafts for applicable customers is the same day as the due date (*or following business date if due date falls on a holiday or weekend*).

7. Penalty Date

- a. The penalty date shall be **2 business days after the due date**
 - 1) This allows ample time for processing mail and bank payments “in transit”.
- b. A late payment penalty of 1½ percent of the **unpaid** balance (*or levelized amount if applicable*) shall be assessed on the penalty date.

8. Disconnect Dates**a. Preliminary (Day 1)**

- 1) Preliminary disconnect date is 2 business days before the following month’s meter reading date.
- 2) This disconnect date is noted on the consumer’s bill.
- 3) If not paid by 4:00 pm, a disconnect processing fee will be added.
- 4) The potential cut-off list is forwarded to SCADA personnel.
- 5) SCADA personnel make courtesy calls to customers informing them that payment must be received by noon the following business day to avoid disconnection.

b. Interim – Grace Period (Day 2)

- 1) If not paid by 4:00 pm the business day following the preliminary disconnect date, cut-off orders are prepared.
- 2) SCADA personnel will attempt a second courtesy call to customers not contacted during the first courtesy call informing them that payment must be received by 8:00 am the following business day to avoid disconnection.

c. Final (Day 3)

- 1) Serviceman begins working disconnects at 8:00 am the next business day following the interim grace period.

9. New Connects

- a. New accounts connected within 7 days prior to the next billing cycle will be billed in the next month’s billing cycle.

D. Special Cycles

1. **Cycle 200**
 - a. Insurance billing (*medical, life, etc*) for retirees
 - b. Other miscellaneous billing
2. **Cycle 300**
 - a. Manually read meters (*Stone Mtn substation*)
3. **Cycle 301**
 - a. Manually read meters (*Keokee substation*)
4. **Cycle 907**
 - a. Non-metered accounts
 - 1) Un-metered lighting
 - 2) Communicomm boosters
5. **Cycle 997**
 - a. Final bills

E. If the consumer's bill remains unpaid as of 4:00 pm on the disconnect date noted on the consumer's bill (*preliminary disconnect date*), the cooperative personnel will begin the process of collecting or terminating the service.

1. See Policy 100 - 2E for "Termination of Service" procedures.

F. See *Policy 100-2A* for related fee schedule.

III. RESPONSIBILITY

The Billing Department shall develop and administer policies.