CUSTER PUBLIC POWER DISTRICT
Empowering Progress

Policy Number:	**220**	**Last Revision:**	**December 21, 2006**
Management Approved		**Date Effective:**	**September 01, 2024**

COLLECTION PROCESS

OBJECTIVE:

Establish an effective procedure when a customer is eligible for disconnect, reconnect, or collection in compliance with State Statute 70-1605:70-1606.

PROVISIONS:

Payments on monthly accounts are due on the 10th, 20th or 30th of the month. A three-step process tracks collections on accounts that have a balance of over $25 after the due date.

A. Late Charges:

1. Administer a 5% late charge to accounts that have a balance of over $25.

2. "Friendly" notices are generated for customers with excellent credit history.
   a. An account that has never received a late charge year-to-date.

3. The remaining accounts accrue the late charge only.

B. Final Notice:

1. Mailed by US First Class mail to all customers with a remaining balance after the late charges are added notifying them of the disconnect day and charges.

2. Service shall not be disconnected for at least seven days after notice is sent or given. Holidays and weekends are excluded from the seven-day period.

3. The final notice letter shall contain:
   i. Reason for the proposed disconnection.
   ii. Statement of intention to disconnect unless payment or arrangement for payment is made prior to the date upon which service will be disconnected.

iii. Name of the person at Custer Public Power District in which an inquiry or complaint can be made for the customer's right to request a conference prior to disconnection.
iv. Statement that Custer will not disconnect pending the conclusion of the conference.
v. Statement regarding possible postponement of disconnect due to illness or handicap.
vi. Cost associated with disconnecting the service.
vii. Statement that Custer will work with the customer on an installment plan.
viii. Statement to those customers on welfare of how they may qualify for assistance.

C. COLLECTION/DISCONNECT/RECONNECT: A customer may call Custer Public Power District prior to the disconnect day to make a payment arrangement. It is at the Customer Service Representative's (CSR) discretion to accept or deny the arrangement. A District employee will go out to collect payment or a CSR will disconnect service via the metering software seven days after the Final Notice was sent.

Collection Fee	$50
Disconnect Fee	$50
Reconnect Fee	$50
After Hours Reconnect Fee	$100

RESPONSIBILITY:

The Billing Department shall be responsible for administration of this policy.

ADDITIONAL REFERRAL POLICIES:

None