

MEMBER POLICY #19

SUBJECT: EXTENSIONS FOR PAST DUE ACCOUNTS

1. In keeping with Cooperative Principle #7 “Concern for the Community” we strive to work with every member individually to facilitate their ability to pay their bill in a timely manner to avoid undue penalties to their account and disruption of their service. We must do this in such a way as to meet the financial goals of the cooperative. To this end we will issue extensions on members accounts with the following criteria:

- In order to qualify for an extension a member must have received service for a minimum of twelve (12) months.
- A documented medical condition as outlined in Policy #9, Section 9 as prescribed by the PUCT.
- Any member seeking help from an energy assistance program must have an appointment scheduled with said organization by the stated date of disconnection. The organization has to request this extension and the appointment must be verified.

2. Promises to Pay (PTP’s) will be accepted so long as the member keeps the promise. Each member that enters into a PTP has to pay the past due amount in full by the agreed calendar date. If these terms are not met:

- a. The account will enter into a default status and services are at risk of being disconnected. If disconnected, all past due balances plus

collection/reconnect fees plus an additional deposit (if necessary) & any active deferred balances must be paid before restoring service.

- b. No additional PTP will be offered for a location/meter after the first one is not kept for the period of twelve months from the defaulted date. (the exception is an outlined medical condition.)

- 3. The Cooperative will continue to comply with the PUCT guidelines with regards to energy assistance guarantees, extreme weather situations and assistance for the ill and disabled as outlined in Member Policy #9. Keep in mind that these are only temporary in nature and may still require action on the part of the member to set up some type of deferred payment arrangement.

Adopted by the Board:
Reviewed and Readopted by the Board:
Reviewed and Revised by the Board:
Reviewed and Revised by the Board:

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