

## **MEMBER POLICY #23**

### **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:

- No one that has been a member for less than twelve months can receive an extension, with the exception being a documented medical condition from a physician. Each time a member seeks to avoid disconnection of service under this subsection, the member shall accomplish all of the following by the stated date of disconnection:

2. Promises to Pay (PTP's) will be accepted so long as the member keeps those promises. 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 + collection/reconnect fees + additional deposit (if necessary) will be required before restoring service.

- b. We will not extend another PTP for this location/meter after the first is not kept for twelve months from the defaulted date. (with the exception of an outlined medical condition.)
3. We 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 #10. 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 options.

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

February 15, 2008  
February 25, 2014