

COLLECTION AND RECONNECT CHARGES

When it is necessary for the REMC's serviceman to collect or disconnect a delinquent account, a charge of \$35.00 will be made to the member. If service is disconnected for non-payment, an additional charge of \$35.00 will be made for reconnection of service after payment is made during normal working hours. In the event the member requires service reconnection other than during normal working hours, an additional charge of \$200.00 will be required before reconnection of electric service. In either instance, the full amount due the REMC plus reconnection charges (\$70.00 if reconnected during normal working hours or \$270.00 if reconnected outside normal working hours) or applicable security deposits must be paid before reconnection of electric service.

NSF CHECKS, CREDIT CARDS OR ACH TRANSACTIONS

When an authorized recurring credit card, ACH transaction, or a check is received in payment of a member's bill, and such transaction or check is denied or unpaid by the bank or credit card company for any reason (not the fault of the REMC), the bill will be considered delinquent and notice of 7 days will be given in which to make payment. After 7 days has elapsed, the account will be subject to disconnect if payment has not been received. Each previously noted nonsufficient funds transaction shall be assessed a handling charge of \$30.00.

REQUESTED CONNECTS AND DISCONNECTS

When an electric service is reconnected to the same member at the same location after service has been disconnected at the member's request within a twelve-month period, a \$180.00 service fee will be charged and must be paid prior to the electric service being reconnected.

ADDITIONAL CREDIT CHECKS

A \$10.00 fee will be charged for each additional credit check performed after the initial credit check has been completed.

ELECTRIC SERVICE REQUEST AT EXISTING LOCATION

When a member or membership applicant requests electric service at an existing (electrical service was connected in a previous occupant's name) location to be transferred to their name, a service initiation fee of \$35.00 will be required.

NEW ELECTRIC SERVICE REQUEST

When a member or membership applicant requests electric service at a new service location (which requires extension of existing electrical lines) a service initiation fee of \$100.00 will be required. The \$100 fee will be valid for a time-period of one (1) year. If the new electric service is not constructed (built), for any reason, within that one (1) year timeframe, the \$100 fee is forfeited and the REMC is not under any obligation to complete the new service request.



APPENDIX A

MISCELLANEOUS CHARGES: NON-RECURRING

Reviewed/Approved: July 26, 2021

THEFT INVESTIGATION FEE

In the event the Cooperative determines there is credible evidence that fraudulent or unauthorized use of electricity, meter tampering, or theft has occurred, a non-refundable service fee of Five Hundred Dollars (\$500) to investigate the meter tampering/electrical theft must be paid the Cooperative before service will be reconnected, plus reconnect fees, and satisfactory payment arrangements must be made with the Cooperative for the estimated un-metered electricity usage. A security deposit may be required as determined by the Cooperative in its sole discretion.

MAXIMUM REQUIRED SECURITY DEPOSIT

The maximum required security deposit from any electric service member shall not exceed the greater of \$500 or 2/12 of the estimated annual dollar equivalent use of service, pursuant to the Service Rules and Regulations.

REMOTELY ACTUATED SMART METER – RECONNECTION FEES

The fee to remotely reconnect electric service by the member during normal business hours exclusive of weekends or REMC designated holidays is \$30.00.

FEE FOR AFTER HOURS OR OBSERVED HOLIDAY OUTAGE RESPONSE – NO OUTAGE FOUND AT MEMBER’S PREMISES

A fee of two hundred dollars (\$200.00) shall be added to a member’s bill for electric service pursuant to responding to a member’s notification to the REMC or REMC’s agent that an electric outage or interruption of service has occurred after business hours, on observed Holidays or requires overtime payment to the REMC standby crew (the REMC Standby Crew is dispatched to the member’s location at the request of the member) if it is determined that the REMC has proper voltage and electric service available at the member’s location.

NOTE: ADDITIONAL SPECIFIC INFORMATION MAY BE AVAILABLE IN THE REMC’S “SERVICE RULES & REGULATIONS”