

## OZARK BORDER ELECTRIC COOPERATIVE

Poplar Bluff, Missouri

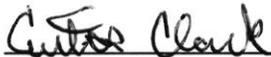
### POLICY BULLETIN NO. C 6

**SUBJECT:** Collection of Electric Bills and Other Fees

#### STATEMENT OF POLICY:

1. Bills for electric service will be mailed prior to the first day of the month in which they are due. The due date of the bill for electric service is a specified date each month (normally the 13<sup>th</sup> of the month) and is printed on each bill. The due date of electric bills will not be on a Saturday, Sunday, or holiday.
2. The electric bills are due and payable at one of the offices of the Cooperative. For security reasons electric bills, connect fees, collection fees, reconnect fees or any other amounts due the Cooperative will not be collected in the field by Cooperative linemen or other Cooperative employees. All payments due the Cooperative will be made at one of the Cooperative's offices or by anyone of the methods listed in this policy.
3. Payments for electric bills, connect fees, collection fees, reconnect fees and other amounts which are due the Cooperative can be made at any of the Cooperative's offices during regular business hours or placed in the night deposit after hours.
4. Methods of payments for electric service, fees, deposits, memberships, construction cost and other amounts due the Cooperative can be one of the following:
  - a. In Cooperative office with cash, check, money order or credit card.
  - b. By mail – check or money order.
  - c. Pre-authorized bank draft.
  - d. On-line with credit card or electronic check.
  - e. By telephone with credit card.
  - f. Pre-arranged credit card.
5. In the event the bill is not paid by the due date, the gross amount of the bill which is ten percent (10%) higher, will be due.

6. Bills for electric service which are not paid by the due date of the bill are considered delinquent and subject to being disconnected for non-payment. A delinquent notice will be mailed on all unpaid accounts and those not paid will be subject to being disconnected. Attempts will be made to contact the member prior to disconnecting service; however, it is the member's responsibility to pay their electric bill prior to the due date of the bill.
7. For security reasons, services to be disconnected for non-payment of an electric bill or returned check will be done remotely if possible. Reconnecting a service which was disconnected for non-payment will be done remotely if possible. Services which cannot be disconnected or reconnected remotely will be done with Cooperative employees.

  
Curtis Clark, Secretary

Adopted July 30, 1973  
Revised September 13, 1973  
Revised February 1, 1981  
Revised September 1, 2002  
Revised November 30, 2015  
Reviewed October 12, 2020  
Revised December 29, 2025