

**FORT LOUDOUN ELECTRIC COOPERATIVE
VONORE, TENNESSEE
Board Policy No. 311**

SUBJECT: LOSS OF BILL OR PAYMENT

POLICY:

The Cooperative shall not be responsible under any circumstances for loss of billing statements or payments. Therefore, the bills and penalties shall be applied. Generally, Cooperative employees should exercise caution in application of penalties. Communication with the membership and options for membership feedback shall always be in place. Removal of penalties may be necessary, when justification is found necessary by management. **All members should be treated equally.**

RESPONSIBILITY:

Manager of Office Services

EFFECTIVE DATE: December 21, 1973

REVIEWED AND APPROVED: August 25, 2011

October 26, 2017

July 28, 2022