FORT LOUDOUN ELECTRIC COOPERATIVE
VONORE, TENNESSEE
Board Policy No. 312

SUBJECT: **Billing**

POLICY: Bills will be rendered monthly and shall be paid on or before the due date, which is displayed on the statement, for the net amount owed.

Another ten (10) days shall be allowed during which time the gross amount applies. Effective October 1, 2017, the gross amount shall include a penalty charge not to exceed 5% of the net amount of the bill.

Bills become delinquent eleven (11) days after gross amount is applied and payment must be received in the office to prevent service from being disconnected.

PROCEDURE: A fee of $10.00 will be charged to each account which appears on the "delinquent list", for administrative costs. When possible, contact by phone or by electronic means will be made to let the member know of the delinquency; and/or a note may be left at the residence. A reconnect charge of $50.00 plus any of the above delinquent fees, and the amount of the outstanding bill shall be collected before reconnecting electric service which has been disconnected.

If customer prefers to be reconnected after normal business hours, an overtime service charge of $150.00 plus any of the above delinquent fees, and the amount of the outstanding bill shall be collected before reconnecting electric service.

RESPONSIBILITY: General Manager/CEO
Assistant General Manager
Manager of Accounting
Manager of Office Services
All Customer Service, Metering, and Billing Personnel

EFFECTIVE DATE: June 25, 2009
(Supersedes Board Policy #312 effective date May 1, 2001)

REVIEWED AND APPROVED:
August 25, 2011
April 25, 2013
September 22, 2016
August 24, 2017
July 28, 2022
February 23, 2023