

FORT LOUDOUN ELECTRIC COOPERATIVE
VONORE, TENNESSEE
Board Policy No. 333

SUBJECT: RETURNED CHECKS

OBJECTIVE: This policy is adopted in an effort to stop the increasing number of dishonored checks returned to the Cooperative by the banks for reason of "Insufficient Funds" or "Account Closed", and also to cover the cost involved in collection of these checks.

POLICY: There shall be a service charge, reflective of current bank charges, for any and all returned checks. No check shall be accepted to cover payment of a returned check. Such payment shall be by cash, cashier check, money order, or credit card.

After 2 returned checks are presented, no checks will be accepted for payment for 12 months.

PROCEDURE:

Meridian Cooperative, a lock box option utilized by the Cooperative, shall attempt to satisfactory process all checks utilized for payment. They may send the check in for payment again in an attempt to collect payment. Should they not receive payment, they will attempt to collect the payment or turn the matter over to the Cooperative. If turned over to the Cooperative, the Customer Service Department of the Cooperative shall contact the customer by telephone, giving the customer 48 hours to bring the payment in to the main office.

If payment is not received in the office on or before the second day following notification, the electric service shall be disconnected.

If service has to be disconnected for non-payment, the regular returned check charge (any bank charges) must be paid; and, all reconnect service charges as per Board Policy 312, must be paid.

RESPONSIBILITY: General Manager/CEO
Assistant Maanager
V.P. of Accounting & Office Services
Manager of Office Services
Customer Service and Metering Personnel

EFFECTIVE DATE: July 23, 2009
(Supersedes Board Policy #333, effective date 8-1-95)

REVIEWED AND APPROVED: August 25, 2011
February 22, 2018
February 23, 2023