

NORTHEAST NEBRASKA PUBLIC POWER DISTRICT
Wayne, Nebraska

OPERATIONS PROCEDURE BULLETIN No. OP 11-08

SUBJECT: Collection Procedures for Delinquent Bill Payments

OBJECTIVES: To establish procedures for the collection of delinquent payments for

- District Read and Billed Customers
- Other Account Receivables
- Return Checks

PROCEDURE CONTENT

- A. The Office Manager shall designate a Collections Manager who will be responsible for coordinating the activities outlined in this bulletin.
- B. All due dates and penalty dates will be printed on the bill. A \$10.00 fee is applied to all past due accounts.
- C. The only notice of disconnection for non-payment will be a letter sent by first class mail to each late account. This notice is combined with the late payment notice which notes the late payment fee.
- D. Disconnection for non-payment will usually be performed Monday through Fridays except for Holidays and the days before and after Holidays.
- E. Service fees to cover the expense of trips required by customers will be as follows:
 - \$50.00 for disconnection trip during business hours (8:00 am – 3:00 pm)
 - \$75.00 for disconnection trip after business hours (3:00 pm – 8:00 am)
 - \$50.00 for reconnection trip during business hours (8:00 am – 3:00 pm)
 - \$75.00 for reconnection trip after business hours (3:00 pm – 8:00 am)
 - \$50.00 for bill collection trip during business hours (8:00 am – 3:00 pm)
 - \$75.00 for bill collection trip after business hours (3:00 pm – 8:00 am)
- F. Once electric service has been disconnected for non-payment then all past due amounts must be collected and in addition a \$100.00 service fee (to cover the cost of trips to disconnect and reconnect service) must be collected for service work performed during business hours, \$150.00 for when service work for either trip is performed after 3 pm and before 8 am.
- G. When an account is scheduled for disconnection for non-payment and a serviceman has been dispatched to collect or disconnect, then the collection trip charge of \$50.00 (during business hours) and \$75.00 (after 3 pm and before 8 am) shall apply when the account is paid on site, even though service is not disconnected.
- H. In addition to the service fees and the past due balance, the standard security deposit as governed by Policy 11-07 will be required if the customer does not have a security deposit with the District.
- I. Temporary and voluntary disconnection of service will be subject to both the \$50.00 disconnect and reconnect fees during business hours (named above) and \$75.00 fees for after-hours work. The service fees for disconnection and reconnection will be applied when service trips are performed, in addition to payment of the monthly standby service charges.

- J. Customers have the option to avoid these Service fees by working with new owners, tenants and landlords to avoid trips for disconnection and reconnection of service by arranging a transfer of the account without a disconnection of service.
- K. The Collections Manager has the option to work with customers to make written payment arrangements for any or all of the money required to restore service. All payment arrangements must be made in person and in writing at the District's office at 1410 West 7th Street, Wayne, NE or signed in front of a notary.
- L. When a check, E-check and credit card charge back is returned for insufficient funds and the account is not delinquent, then the Collections Manager will send a letter to the customer stating that they have five business days to make payment by money order or cash. A service charge of \$30.00 will be collected for each returned check. When a check is returned because of insufficient funds and the check was payment on a delinquent account to avoid disconnection of service, then the account is subject to disconnection immediately. Only cash or money order may be accepted as payment to avoid disconnection without further notice. All penalties, fees and deposits are due. The Collections Manager will record all instances of returned checks in the customer's account record. If the customer has two returned checks, E-checks within 12 months, then the District will no longer accept a personal check or E-check as payment on accounts.
- M. Accounts for other services or sales other than electricity or Direct TV sales that are aged over 60 days will receive a letter stating the account will be transferred to the customer's active electric account and could become subject to disconnection for non-payment. If the customer does not have an active electric account then a letter will be sent stating the account will be turned over to a collection agency within 5 business days unless paid in full.
- N. The District reserves the right to pursue collections for any account through the use of disconnection of service, collection agencies or court action.

It is the responsibility of the Office Manager to communicate and assign the responsibilities outlined in this bulletin and to ensure the office staff follows them.

It is the responsibility of the General Manager to ensure that the procedures outlined in this bulletin are followed by all personnel and with all customers. The General Manager is responsible for recommending changes to the Board of Directors.

Date Adopted: January 25, 2005
Date Modified: July 25, 2006
Date Modified: August 26, 2008
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Attested: _____
Dan Gansebom, Secretary