

1. A consumer whose account is thirty (30) days or more past due, will be sent a disconnect notice no later than the tenth (10) of the month. The disconnect date, stated on the disconnect notice, will be no sooner than twenty-two (22) days following the date of the disconnect notice.
2. If the service is a rental property, or otherwise occupied by someone other than the owner/member of the property, duplicate copies of the notice will be sent to the owner/member of the property and the tenant of the property.
3. If the account balance is paid, or payment arrangements are made, no further action will be taken unless a subsequent delinquency occurs.
4. If the Cooperative and the consumer enter into a written payment agreement and the consumer fails to follow through with the written payment agreement, the Cooperative will provide the consumer with a written notice of disconnect giving the consumer at least seven (7) days to pay the past due balance before the service is disconnected.
5. Service will not be terminated to a residence where a physician or local board of health certifies to the Cooperative that the absence of service will aggravate an existing medical emergency of any permanent resident. All certifications must be in writing. The certificate must provide the name and address of the person with a medical emergency that would be aggravated by a termination of service and the office address and telephone number of the certifying physician or local board of health. All written certification must be signed by a physician or by a person with knowledge of the facts at the local board of health. A medical emergency certificate expires in 30 days, but may be renewed on a monthly basis.
6. From November 1 through April 30, at least 40 hours prior to the scheduled disconnect, the Cooperative will send an employee to the location that is in jeopardy of being disconnected to inform the consumer of the disconnect and attempt to collect payment.
 - a. Consumers will be charged a \$50.00 trip fee for the service call to the consumer's location.
 - b. If the consumer is not at the location, a door hanger will be left at the location informing the consumer of the scheduled disconnect.
7. If payment is not received by the specified disconnect date, the account will be disconnected for nonpayment as soon as Beartooth Electric Cooperative's schedule permits.
 - a. When the Cooperative employee arrives at the consumer's location to disconnect, if the consumer pays the Cooperative employee the past-due amount before the service is physically disconnected, the service will not be disconnected and the consumer will be required to pay an additional \$50.00 trip charge.

8. Services will only be disconnected for nonpayment between the hours of 8:00 a.m. and 4:00 p.m. Monday through Thursday.
9. Service shall not be disconnected for nonpayment in the following situations:
 - a. on a legal holiday or the day before a legal holiday;
 - b. during the period from December 24 through January 2;
 - c. on any day the Cooperative cannot reconnect service;
 - d. if the consumer enters into an arrangement with the Cooperative for payment of delinquent billing over a reasonable time and the consumer complies with the payment arrangements;
 - e. if there are monies owed due to meter or other billing error, and the consumer complies with payment arrangements;
 - f. if the utility has commenced providing service to a consumer without obtaining a payment agreement for bill nonpayment at a consumer's previous address, and the consumer has paid the Cooperative's bills on time at his/her new location;
 - g. if a consumer pays a bill on time for a specific service at a specific location, even through the consumer is receiving another service that is subject to disconnect for bill nonpayment;
 - h. for non-utility services or merchandise provided by, or sold by, the Cooperative to a consumer;
 - i. if a consumer is paying his/her bill on time, even through a prior consumer of the Cooperative, including a spouse who is delinquent, is cohabitating or living in the same house.
 - j. if the electric bill, or part of the bill, is legitimately in dispute, and if the consumer duly pays the electric bill, or bill portion, not in dispute;
 - k. during any period which would be especially dangerous such as weather extremes;
 - l. if the consumer by documentation can establish that he/she is unable to pay such services in accordance with the Cooperative's billing and he/she has exhausted available government assistance therefore or he/she is actively in the process of seeking such assistance; or
 - m. the consumer is able to pay for the service, but only in installments.

10. The Cooperative will assist elderly and handicapped persons unable to pay their electric bill in determining available government assistance.
11. After a service is disconnected for nonpayment, the total account balance, through the most recent billing cycle, a reconnect fee, and a deposit will be required before the service is physically reconnected.
 - a. The required deposit will be in accordance with the Security Deposits Policy, No. VII-B-1.
 - b. The reconnect fee will be as defined in the Cooperative Fees & Charges Schedule.
 - c. If payment to reconnect is made with a check that fails to clear the bank, the Cooperative will send a written notice of disconnect giving the consumer seven (7) days to pay the past due amount on an account by cash, credit card or certified funds.

12. APPROVED:



President, Beartooth Electric Cooperative



Secretary, Beartooth Electric Cooperative

Approved: August 13, 2004
Revised: May 13, 2008 (effective upon approval of Rules & Regulations by WYPSC-June 1, 2010)
July 28, 2010 (Item 5-added language to address medical emergency certificates)