

# Rates and Billing Procedure

please look over your bill

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Spoon River Electric Cooperative is a customer/member owned organization. The cooperative is limited by law and its charter to serving members only. New members must sign an application for services and pay a \$5.00 membership fee. Members are required to make an advance deposit not less than \$100.00 and no more than \$300.00. The deposit may be refunded, at the member's request, after a 12 month period if the account is in good standing, and has not been disconnected for nonpayment or has not been paid late more than one time in the last 12 month period. Otherwise, the deposit will be retained to be applied to the final bill. The cooperative must spend large amounts of money in the construction of lines to extend services to rural areas. This is taken into consideration in the design of the rate under which the members are billed. It is necessary that the cooperative receive adequate revenue to meet the fixed charges on investments to provide service, and therefore, a minimum monthly facilities charge is assessed, and the initial steps of the rate are higher than that of many utilities serving concentrated loads in more densely populated areas, such as towns and cities. We are attaching, hereto, a copy of the rate schedule under which your service will be billed.

**Cooperative members are allowed approximately 15 days, or until the 21st of each month, to pay the net amount of the bill.** Bills not paid by the 21st of the month either over the counter during business hours, left in the drop box and picked up the morning of the 22nd, or received in envelopes post marked later than the 21st of the month will be assessed the gross rates. The gross rates are ten percent 10% on the first \$100 and 5% on the remainder of the bill. Members who have unpaid balances on the 22nd of the month will be billed the gross charge. If the gross bill is not paid by the last day of that month, a delinquent notice will be sent. If we do not receive full payment, or arrangements made by the date stated on the delinquent notice, an employee will be dispatched to collect payment or disconnect service. There is an additional charge added to the delinquent account for the trip to collect.

At any time that service is required by any member and the duration of the service is estimated to less than a one month period, except in the case of an interim period between tenants by an owner, then the cooperative shall not pro-rate the minimum charge for this consumer, but shall require the payment of the minimum charge for a period of one month. Under such circumstances, the cooperative shall also require the payment by the member of the normal charge of \$20.00 for connecting the service and \$20.00 for disconnecting the service.

At any future time the member ceases to receive service from the cooperative it is important to pay final billings in full. **Unpaid bills will be placed with a collection agency after 60 days from the date of disconnect, and may result in cancellation of membership as set forth in the bylaws.** Former members who have had memberships cancelled for nonpayment of a final bill, and again wish service, will be required to apply for new membership, pay outstanding balance on old membership and provide satisfactory deposits for the new membership to guarantee payment of future bills.

If you have any questions please call the office at 647-2700 between 8 a.m. and 4:30p.m.

