351.02 Notice of Discontinuance

Discontinuance of service shall not occur until the Cooperative has made a reasonable effort to give notice of the proposed discontinuance to the Customer, or a responsible member of Customer's household, or to any designated third party of the Customer. -Notification Procedure and Timeline-The following notification of delinquency and discontinuance of service shall be implemented by the Cooperative; 1. The due date for payment of the billing for electric service shall be upon receipt of and noted on the invoice, clearly and conspicuously. Bills are due upon receipt. The due date for payment of electric service shall be noted on the invoice, clearly and conspicuously. 2. The account will be considered delinquent normally thirty (30) days after the account is billed. Accounts are considered delinquent thirty (30) days after the account is billed, as outlined in section 324.10 – Terms of Payment. Penalties will be assessed at this time. 3. If payment is not received by the delinquent date, the Cooperative will assess a late payment fee of 1.5%. Also, a notice of delinquency shall be mailed to the Customer stating payment is due within ten (10) days, the date payment is due, and the amount of payment ---required to avoid service being discontinued for non-payment of account. Thirty-five (35) days after billing, a physical letter and email will be sent, stating: i. Payment is due immediately.

The exact date of disconnection and payment amount to

avoid disconnection of service.

- 4. If payment is not received by the final due
 date, a reasonable effort shall be made to
 contact by telephone at least 48 hours prior to the
 proposed disconnect date, and at least 24 hours prior to the
 disconnect date a representative of the
 Cooperative will attempt to make contact
 with the Customer, or failing to do so, shall leave a
 written notice at the premise. Forty-five (45) days after
 billing, automated IVR calls will inform the Member:
 - i. Payment must be received within thirty (30) days to avoid disconnection and associated fees.
- 5. Within ten (10) days of disconnection date, emails and phone calls by a representative of the Cooperative will inform the Member:
 - ii. A notice may be placed at the service address if payment or a deferred payment plan is not arranged by 9:00 a.m., sic (6) days prior to the disconnection date. The representative will inform the member of fees associated with placing a physical notice at the property.
 - 6. Six (6) days to forty-eight (48) hours prior to disconnection:
 - i. If no contact has been made, a notice of disconnection will be placed at the service address.

B. Disconnection Timing

- 1. Service will not be disconnected sooner than seventy-five (75) days after the original billing date.
- 2. Disconnection will not occur between 12:00 p.m. the day prior to and 8:00 a.m. the day following any Cooperative office closure.

C. Deferred Payment Plan

- 1. On or before the notice of disconnect, the Member may avoid disconnection by:
 - i. Paying at least one-third of the total balance due.
 - ii. Entering into a deferred payment plan as specified in section 324.12 Deferred Payment Plan.

D. Additional Provisions

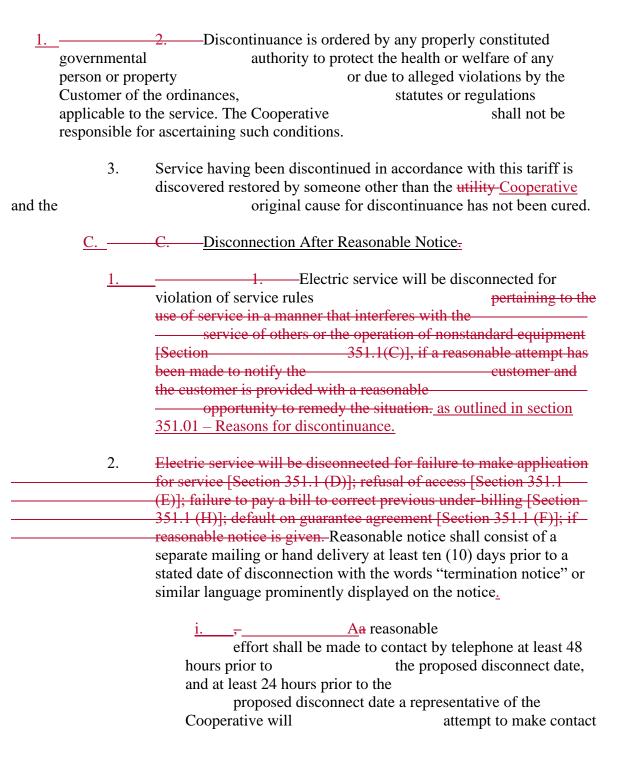
The Cooperative will make reasonable efforts to work with the Member to avoid disconnection by offering payment arrangements or referring the Member to financial assistance resources when applicable.

- Discontinuance of service shall not occur between 12 noon on Friday and 8:00 AM the following Monday or between 12 noon on the day prior to and 8:00 AM on the day following any closure of the Cooperative business office.
- On or before the expiration date of a notice of discontinuance, the Customer may pay at least one third of the amount shown on the notice of discontinuance and enter a deferred payment plan as described in this Tariff.
- Any employee dispatched to discontinue service will be authorized to receive full payment.

B. — B. — Disconnection Without Notice.

Electric service may be disconnected without any notice to the MemberCustomer if;

1. Discontinuance of service to the premises is imperative for reasons of safety. Such reasons might include, but are not limited to, a condition or installation of any part of the Member Customer's or the Cooperative's lines, apparatus or appliance which is found to be dangerous to life, health or safety of any person.



with the <u>CustomerMember</u>, or failing to do so, shall leave a written notice at the premise.

ii. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customerMember.

iii. If mailed, the eut-offdisconnect day may not fall on a holiday or weekend but shall fall on the next working day after the tenth day.