



Wheat Belt Public Power District Board of Directors Policy

Policy: **C-9**

Title: **Disconnect for Nonpayment**

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Original Issue: **03-20-1998**

Last Review: **04-28-2023**

Last Revised: **03-26-2021**

All energy accounts, with the exception of Industrial Rate Class Accounts, shall be billed on or about the third working day of the month. Industrial Rate Class Accounts shall be billed on or about the fifteenth of the month. The statement will include the date of delinquency and date the account will be subject to disconnect. Each rate class will be subject to the terms and conditions of the class. Payment in the form of cash, check or credit card as specified below will be accepted.

Wheat Belt Public Power District will accept Visa, Mastercard and Discover credit or debit cards on all accounts. Wheat Belt PPD elects to accept credit or debit cards on all rate and revenue classes. Payment is due, and becomes delinquent if not paid, by 4:00 PM on the 16th of each month.

Service to a customer will be subject to disconnect if account payment is not received by 9:00 A.M. on the disconnect date specified. A reminder disconnect notice to the customer, stating the amount due and the day the service is subject to disconnect, will be placed in the United States mail at least seven working days before any service is disconnected. A \$5 delinquent charge will be assessed for this service. Interest of 1% per month will be charged on all delinquent accounts, commencing on the next billing date immediately after the delinquent date (scheduled on or before the third working day of the month, but no earlier than the first working day of the month). Exceptions to this disconnect procedure must be established prior to the day of disconnect in accordance with Nebraska State Statutes.

A \$50 service fee will be assessed to all services that are subject to disconnect and reconnect during normal business hours.

At the customer's request, a disconnected service may be reconnected during non-business hours. A service fee of \$50 will be assessed to all single phase services and \$100 for all three phase services prior to reconnecting a service during non-business hours. Payment will be due in the Wheat Belt office at 11306 Rd. 32, Sidney, Nebraska by 9:00 AM on the next business day, or a second disconnect will occur, and an additional disconnect fee will be assessed.

A \$25 insufficient funds check fee will be imposed on all returned checks. This fee is in addition to any other applicable collection and/or disconnect fees. Should a check or other payment form be returned a second time due to insufficient funds, payment in full for all energy costs and penalties due Wheat Belt needs to be with a guaranteed payment form to prevent a disconnect.



President

4-28-23
Date