



A Touchstone Energy® Cooperative 

FALL RIVER RURAL ELECTRIC COOPERATIVE, INC.

GENERAL POLICY No. 307

SUBJECT: Special Consumer Charges

I. PURPOSE:

Consumers have a responsibility to assist the Cooperative in cutting the costs of operation and accounting. Accordingly, consumers who create an additional expense beyond normal Cooperative operations should bear that added expense, rather than spread this cost to all of the other consumers.

The purpose of this policy, then, is to detail the charges to the consumer who creates this additional expense by the necessitation of Cooperative personnel providing services beyond normal operational activities.

II. POLICY:

It shall be the policy of Fall River Rural Electric Cooperative, Inc. to assess special charges to consumers whose requests to or relationships with the Cooperative necessitate additional expense beyond the normal operations, such charges to be made in accordance with the terms and conditions of service.

III. RESPONSIBILITIES:

The General Manager is responsible for seeing that the provisions of this policy are carried out.

IV. PROVISIONS:

The following procedures and charges apply to the provisions of this policy:

A. Special Trips:

If under the provisions of this policy, it is necessary for a Cooperative employee to make a special trip to a consumer's location for the purpose of:

1. Re-reading a consumer's meter, the service fee will be charged unless the meter reading was found to be wrong, then no fee will be charged. (see Fee Schedule)
2. Collecting a delinquent account, the service fee will be charged for each trip. (see Fee Schedule)
3. Reconnect and Connect Fees
 - a. When reconnecting a service for non-pay during regular office hours, or after office hours, a fee shall be charged. (see Fee Schedule)
 - b. When connecting a new service or reconnecting an existing service, a fee will be charged both during normal working hours and for all connections made after working hours or on weekends or on holidays. (see Fee Schedule)
4. Costs of investigations of power diversion will be billed at normal hourly rates for the personnel and equipment involved in the investigation. All such charges must be paid before service can be established or continued.

B. Special Correspondence and Phone Call:

If under the provision of this policy the Cooperative must make a special correspondence for the purpose of collecting a delinquent billing, delinquent membership or deposit, a fee will be charged. (see Fee Schedule)

C. Special Liens:

If under the provision of this policy the Cooperative must record a special lien in the office of the County Recorder or with the State, a fee will be charged. (see Fee Schedule)

D. Meter Testing at Consumer's Request:

If consumer requests that his meter be tested to assure accuracy, the service shall be performed as provided for in Policy No. 407.1, Section IV.

E. Meter Tampering:

For each seal found cut or meter ring or other device in place to secure access to an electrical service that has been tampered with or by some means rendered inoperable, the consumer responsible for that service will be notified of the violation of the Cooperatives system integrity. After an initial warning of the violation by certified mail, any subsequent compromising of that service by the same consumer, or other party interested at that service will result in a charge (see Fee Schedule), plus possible investigation fees for the second incident, plus actual costs possible disconnection, and referral to the General Manager and the Board of Directors for possible withdrawal of membership in the Cooperative for any subsequent violations. Nothing herein contained waives the right of the Cooperative to prosecute by law any person suspected of violating this policy.

F. Returned Checks:

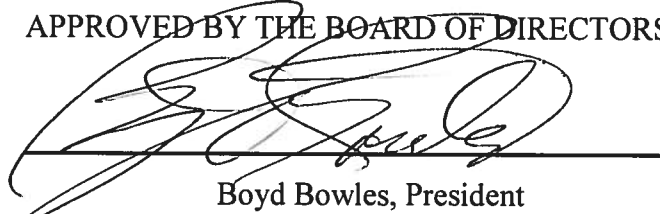
1. If a consumer's check has been returned to the Cooperative by the consumer's bank, a charge will be added to the consumer's account. (see Fee Schedule)
2. If it is necessary for an employee of the Cooperative to visit the consumer at his location for the purpose of collecting the amount of the check, a service fee will be charged. (see Fee Schedule)

G. Non-members will be charged a monthly fee until membership is established. (see Fee Schedule)

V. **PRIMACY OF POLICY:**

This policy supersedes any existing policy or policies that may be in conflict with the provisions of this policy.

APPROVED BY THE BOARD OF DIRECTORS

A handwritten signature in black ink, appearing to read "Boyd Bowles", is written over a solid horizontal line. The signature is stylized and cursive.

Boyd Bowles, President

DATE APPROVED: June 21, 2010

DATE REVISED: April 22, 2013

ATTACHMENT I

SPECIAL CONSUMER CHARGES

June 21 , 2010

<u>SPECIAL CONSUMER CHARGE</u>	<u>FEE</u>
1. Collecting a delinquent account during normal business hours	\$50.00
2. New Connect and Reconnecting an existing service	
a. During normal working hours	\$50.00
b. During overtime hours	\$125.00
c. During weekends or holidays	\$150.00
3. Power diversion investigations	Actual Cost
4. Special correspondence	\$15.00
5. Special lien recorded	\$25.00
6. Metering tampering after first warning	
Plus actual cost	\$100.00
7. Meter tampering after second incident	
plus actual cost	\$1,000.00
8. Returned checks	
a. For returned check, letter sent	\$25.00
b. Trip for collection	\$25.00
9. Non-member fee	\$25.00
10. Meter Test fee	\$35.00
11. Surge Suppression device installation fee	\$50.00