



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 the other consumers.

The purpose of this policy 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 the Cooperative 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 CEO/General Manager is responsible for the administration and enforcement of this policy.

IV. **PROVISIONS:**

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

A. Special Trips and Services Orders:

If under the provisions of this policy, it is necessary for a Cooperative employee to make a special trip, or if a member requests a service that creates additional administrative or operational expense for the Cooperative, the following charges

apply:

1. Re-reading a meter at a consumer's request, 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. Connect, disconnect, reconnect, and transfer fees will be charged as follows:
 - 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, connecting a new account, 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)
 - c. When disconnecting a service for non-pay or at the Member's request during regular office hours, or after office hours, a fee shall be charged. No disconnect fee shall be charged for a routine disconnect associated with a consumer moving out or closing an account. (see Fee Schedule)
 - d. When an account is transferred back to a landlord, a \$10.00 transfer fee shall be charged. (see Fee Schedule)
4. Costs of investigations of confirmed 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 their meter be tested to assure accuracy, the service shall be performed as provided for in Policy No. 407, 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 Cooperative's 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 and possible disconnection, and referral to the CEO/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 travel to the consumer's location for the purpose of collecting the amount of the check, a service fee will be charged. (see Fee Schedule)

G. Non-members

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 CEO/GENERAL MANAGER



Bryan Case, CEO/GM

DATE APPROVED: June 21, 2010

DATE REVISED: April 22, 2013

December 17, 2018

June 17, 2019

July 30, 2024

June 16, 2026

July 14, 2026

ATTACHMENT I

Fee Schedule

SPECIAL CONSUMER CHARGES

July 2026

<u>SPECIAL CONSUMER CHARGE</u>	<u>FEE</u>
1. Collecting a delinquent account during normal business hour	\$50.00
2. Account Connect, Disconnect, Reconnecting an existing service, and Landlord transfer charges	
a. During normal working hours	\$50.00
b. During overtime hours	\$125.00
c. During weekends or holidays	\$150.00
d. Transfer account back to landlord	\$10.00
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, notice sent	\$25.00
b. Trip for collection	\$25.00
9. Non-member fee	\$25.00
10. Meter Test fee	\$35.00
11. Mechanical Meter Read Charges	\$65.00