

F. Payment Terms

1. Payment Obligation

Bills for electric service are rendered monthly and are due upon receipt. The due date on the bill reflects the date by which the payment must be posted into the Cooperative's system. Amounts not posted by the next billing date are considered delinquent and a *Late Payment Fee* is added as specified in the Cooperative's *Schedule of Fees, Charges and Rates*. Failure to receive a bill does not negate a member's responsibility to pay on time. Should a member not receive a bill, please contact the Cooperative as soon as possible.

The Cooperative considers the payment date as the date when payment is credited to the electric account. Payments received at the Cooperative headquarters Dropbox or by mail are usually credited to the account the same day. Payments made at an authorized Payment Agent Location, through the Cooperative's Lockbox or paid electronically are usually credited to the electric account the following business day.

2. Payment Methods

The Cooperative offers a variety of payment options (in U.S. dollars) for member convenience including:

- a. Cash, check or money order in person at any of the "Payment Agent Locations" of authorized agents, a list is available on the NHEC website.
- b. Check or money order mailed to the Cooperative's Lockbox processing center (PO Box 9612, Manchester, NH 03108-9612)
- c. Electronic check, ATM debit card or credit card, initiated by the member via the Cooperative's website or Interactive Voice Response (IVR) system. Credit Cards cannot be used by Industrial and Primary accounts.
- d. "Direct Payment" a debit bill payment in which the total account balance due is automatically deducted from the member's checking account approximately 20 days after issue of the bill (requires completion of an application form, available at www.nhec.coop or by calling the Cooperative's Member Solutions Department).

3. Checks Returned from Banks

Checks (paper and electronic) credited to a member's account and returned to the Cooperative unpaid by the member's bank will result in an additional *Returned Check Fee* per check per occurrence (see *Schedule of Fees, Charges and Rates*).

When a member has two or more returned checks in a rolling twelve month period, payments will only be accepted by the Cooperative when made in cash, by bank check, by money order or by credit card. When implemented, this requirement will continue until the member has less than two returned checks in a rolling 12 month period, or at the discretion of the Cooperative.

4. Budget Billing Plan Option

A budget payment plan is available to eligible residential members in an effort to level payments throughout the year. Member participation in this program requires full payment of the budget bill amount to be posted to the member's electric account by the due date shown on the monthly bill. Should a participating member not fulfill this obligation, by failing to pay by the payment due date shown on the bill, twice in any rolling 12 month period, the Cooperative will remove the member from the plan and will provide a written notification. The Cooperative will seek payment of any outstanding account balance by following its standard credit and collection practices.

Prerequisites for reinstatement are, any outstanding account balance must be paid, and the member must complete an application for "Direct Payment".

5. Prepaid Metering Option

Prepaid Metering is a daily pro-rated billing option that reduces the prepaid credit balance paid by the member and provides the member with an opportunity to manage their usage and associated payments. Prepaid metering is available to eligible residential members providing day before daily meter usage information as well as account balance information which allows for the member to determine when to pay their electric bill. Notifications are provided to the member when the member's credit balance or usage balance falls below a preset limit. Notifications are also provided for payment acceptance. This option is most appropriate for members who have regular access to internet or text communications.

In order to enroll in prepaid metering the member will need to sign a Prepaid Metering Agreement. If a deposit is held on an existing electric account, the deposit will be applied to any outstanding balances first with any remaining balance applied to the prepaid account. Any outstanding balances must be paid in full before enrolling in Prepaid Metering. The amount needed to establish the prepaid account will be based on an estimate of one month's high electric usage at the service location but not less than \$150.00.

Once enrolled, members can select the type of notification method they desire through SmartHub. Payments can be made via Electronic check, ATM debit card or credit card, initiated by the member via SmartHub or Interactive Voice Response (IVR) system as well as at any one of NHEC's "Payment Agent Locations" or by mail.

Should a participating member's prepaid account balance reach a point where the member has an outstanding balance due to the Cooperative, the Cooperative will remove the member from this payment option and will provide a written notification. The Cooperative will seek payment of any outstanding balance and may also require a deposit by following its standard credit and collection practices.

6. Payment Arrangements

The Cooperative will work with members, who are unable to pay their bill due to unusual or severe circumstances, in order to develop a payment arrangement in accordance with NHPUC 1200 Rules Section 1203.07.

Any delinquent balance subject to a payment arrangement is also subject to a *Late Payment Fee* in accordance with the Cooperative's *Schedule of Fees, Charges and Rates*.

7. Collection Fee

The Cooperative will charge for collection of payment at the member's premise. This *Collection Fee* in accordance with the Cooperative's *Schedule of Fees, Charges and Rates* would be charged when a meter specialist makes a trip to the member's premise on a disconnection service order and the member makes a payment in order to prevent disconnection.

8. NHEC Website

The www.nhec.coop website provides members with an opportunity to have secure access to their account by creating a "My Account" for viewing account information including their monthly bills and payment options.

9. Failure to Pay

If all efforts in providing payment assistance fail, the Cooperative will initiate disconnection proceedings in order to limit the potential negative effect on the membership. The disconnection of a residential member for failure to pay, and provisions for restoration of service, are governed by a portion of *NH PUC1200 Rules* and are outlined in *Section G: Disconnection by the Cooperative for Non-payment*.

When a member terminates service with the Cooperative and has an outstanding balance due, the Cooperative will make every attempt to collect this balance, including transferring it to another active account of the member, within 45 days of issuing the Final Bill. After that, any outstanding balance due will be sent to an outside collection agency for further collection effort.

If the member obtains service with the Cooperative at some future date and is indebted to the Cooperative for electric service previously furnished to them, any Final Bill Credit or Indebtedness, within the 3-year period prescribed by the NH Statute of Limitations will be transferred to the member's new account. If this transferred Final Bill Indebtedness had been sent to an outside collection agency, the Cooperative will charge a Collection Recovery Fee to the member's account in accordance with the Cooperative's *Schedule of Fees, Charges and Rates*.