

**APPALACHIAN ELECTRIC COOPERATIVE
SERVICE POLICIES**

POLICY NO. 1300

BILLING POLICY

I. Post Pay Accounts:

- A. Bills will be rendered monthly and shall be paid on or before the due date. Failure to receive a bill will not release the Member from payment obligation.
- B. Should bills not be paid within the (15) day net payment period, Cooperative will notify the Member with a second notice five (5) days after the due date.
- C. If bills are not paid ten (10) days after the due date, the Member's service may be discontinued without further notice.
- D. Bills paid after the due date shall, receive a 5% penalty charge to any portion of the bill paid after due date. Should the due date fall on a normally closed day, the next business day following the due date will be held as a grace period for delivery of payment.
- E. Members desiring to receive electronic notifications and/or statements may be able to register through online registration.

II. Pre Pay Accounts (Co-op FlexPay)

No bills will be rendered monthly. All bills will be produced in accordance with the Co-op FlexPay agreement and electronic in nature.

Approved:

AEC Board: July 28, 2015
TVA: October 2, 2015