

## **TOWN OF MURPHY POWER BOARD**

### **SERVICE PRACTICE POLICY**

#### DEPOSITS

A deposit or suitable guarantee is required from all customers before electric service will be supplied.

Residential customers who are in good standing with Murphy Power Board will be charged a minimum security deposit in the amount of \$150.00.

Residential customers, who have poor payment history with Murphy Power Board, will be required to pay a security deposit that is equal to two times the highest monthly bill or estimated highest monthly bill of their new residence.

Commercial customers will be required to pay a security deposit up to two times the highest monthly bill of their new location. This deposit can be satisfied by cash, a surety bond, or an irrevocable letter of credit.

The adequacy of a deposit amount may be reviewed at any time by Murphy Power Board and/or at the request of the customer. After review, additional deposit may be required, or a portion of the deposit may be refunded back to the customer.

Interests is accrued on all deposits held for longer than twelve (12) months, and are greater than that customer's one month average bill. The interest rate will be the same rate that Murphy Power Board earns on its passbook savings account.

Upon termination of an account, the customer's deposit plus any accrued interest will be applied to any outstanding balance remaining on that account. The remainder of the deposit will be refunded to the customer.

#### BILLING AND COLLECTIONS

Billing and collections for electric service will be handled as follows:

Bills will be rendered monthly and shall be paid to Murphy Power Board by the fifteenth (15) day of each month unless otherwise stated on the bill.

Should the fifteenth (15) day of the month fall on a Saturday, Sunday, or a holiday that is observed by Murphy Power Board, the next business day following the fifteenth (15) day will be held as the due date for that month's bill.

Failure to receive the bill will not release the customer from payment obligation.

Accounts not paid in full by the due date will be subject to a five (5) percent late payment charge on the net amount of the electric bill.

Payments received by mail in which the incoming envelope bears a United States Post Office date stamp of the due date for that months bill or any date prior will not be charged a late fee.

If payment is not received by the due date on the bill, Murphy Power Board will provide a separate written notice by mail informing the customer of the past due balance with a pending disconnect date.

If an account balance has not been paid in full ten (10) days after the written notice is mailed, electric service may be disconnected.

After service has been disconnected, a reconnection fee will be added to the past due balance which must be paid in full before service will be reconnected. The reconnection fee will be \$30.00 if paid during regular business hours and \$60.00 if paid outside of regular business hours.

If a meter or meter seal is found cut or tampered with, a \$50.00 fee will be charged to that customer.

If it is necessary to disconnect an electric service at the pole due to evidence of meter tampering or other special circumstances, there will be an additional reconnection fee of \$100.00 charged to that customer.

All fees and outstanding balances must be paid in full, using cash or credit card, before a disconnected service will be reconnected.

In the event the forecasted temperature is expected to exceed 98 degrees Fahrenheit (F) or is expected to be below 32 degrees Fahrenheit (F) on that day, Murphy Power Board will postpone the disconnection of customers scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

Murphy Power Board may accept partial payment and postpone disconnection only when a medical hardship is present. Murphy Power Board must approve a Certificate of Medical Emergency and the postponement shall not exceed thirty days.

#### RETURNED CHECKS

There will be a \$30.00 fee charged on all checks and/or bank drafts returned to Murphy Power Board due to insufficient funds, stop payments, or closed accounts.

The returned check or bank draft must be picked up with cash in the Murphy Power Board office immediately upon notification by phone of the return. Returned checks or returned bank drafts not picked up immediately may result in disconnection of service, in which case a reconnection fee will also apply.

After a customer's check or bank draft has been returned three (3) times, Murphy Power Board will require that customer to pay their bills by cash or credit card from that time forward.