

**JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION**  
**OPERATIONAL POLICY**  
**UTILITY CREDIT**

**Policy No.220**

AMENDED: JANUARY 24, 2008

AMENDED AND BOARD APPROVED: OCTOBER 7, 2014

Subject: Cooperative Credit

I. Objective

Provide the cooperative with a systematic procedure for making credit decisions on new and disconnected accounts in a fair and equitable manner.

II. Policy

- A. The cooperative shall collect the necessary information needed to make an objective credit decision with each new application for service.
- B. The cooperative shall obtain the necessary information needed to make an objective credit decision on accounts that have been disconnected for non-payment.
- C. Credit information shall be obtained when the applicant completes the application for service.
- D. If a customer has service disconnected for nonpayment, the credit of the customer will be reviewed prior to reconnecting service. The customer will be required to pay all past due amounts, current charges and fees before service will be restored. Once the account becomes inactive the customer will be required to pay an account origination fee.
- E. All commercial/industrial customers will be required to provide the cooperative with a deposit, approximately equal to twice the highest monthly bill or minimum commercial deposit, whichever is greater.
- F. Commercial/Industrial deposits may be paid at the time of application or billed on the customer's account at the Cooperative's discretion.
- G. Deposits received from customers shall remain on the active account until service is terminated. Deposits shall be applied to the final bill and any credit balance will be returned to the customer upon termination of service. The cooperative will pay an appropriate amount of annual interest on these deposits and this interest will be applied to the customer's account.

### III. Responsibility

- A. The Board of Trustees is responsible for periodic review of policies.
- B. The General Manager, Management Staff and Employees are responsible for the implementation of this policy.