

MOON LAKE ELECTRIC ASSOCIATION, INC.
Electric Service
Regulation No. 9

IX - BILLING

1. Billing Period

- A. Bills will be rendered regularly at monthly intervals, but may be rendered bimonthly at the option of the Association.

2. Estimated Billing

- A. The Association at its option may use an estimated billing procedure.
- B. When service is rendered to premises located in areas where it is difficult or impossible to read the meter during the winter months, other times of inclement weather or for any other reason, the Association shall render an estimated bill based on previous usage.

3. Statement Due Date

- A. A consumer shall have not less than twenty (20) days from the date the current bill was prepared to pay the new balance, which date shall be the Statement Due Date.

4. Separate Billing for Each Point of Delivery

- A. At each point of delivery, the use of service shall be metered and billed separately for each consumer served. Consumers with three or more accounts may be rendered a Summary Billing at the option of the Association. A Summary Billing shall show the computation for each delivery point. Several such computations may appear on a single page.

5. Application of Consumer Services Charge

- A. Consumers connected within the billing cycle who use power for ten (10) or more days will be billed for usage plus a Consumer services charge prorated for the number of days in the billing cycle.
- B. Consumers who are disconnected will be billed for usage from the last regular reading to the disconnect date plus a Consumer services charge prorated for the number of days in the billing cycle.

6. Selection of Rate Schedule

- A. Where optional Rate Schedules are available, the Association will assist the Consumer, upon request, in the selection of the Rate Schedule most favorable to him for his service requirements. The recommendation to the Consumer will be based on his statement of the class of service required, the amount and manner of use, and other pertinent information. The Association shall not be liable for any errors in connection

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7. Disputed Bill

- A. In disputing any part of a periodic billing statement, an account holder shall first attempt to resolve the issue by discussion with the Association's collection personnel.
- B. The Associations collections personnel shall investigate any disputed issue and shall attempt to resolve that issue by negotiation.
- C. If such negotiation does not resolve the dispute, the account holder may obtain information and formal review of the dispute by the Regulatory body of the State.
- D. While an account holder is proceeding with either informal or formal review of a dispute, no termination of service shall be permitted provided any amounts not disputed are paid when due.

8. Interest Charge

- A. All classes of service will be charged interest on the same basis.
- B. The interest rate will be one percentage (1%) per month or twelve (12%) annual percentage rate applied to the unpaid balance.
- C. Interest will be charged on balances due after thirty (30) days from the date of the bill.