

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 your responsibility to pay on time. Should you 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 either in person or by mail are usually credited to the account the same day. Payments made by mail are considered late if they are not posted by the due date printed on your bill. Payments made at an authorized Payment Agent Location or electronically are usually credited to the electric account the following business day.

2. Payment Methods

The Cooperative offers a variety of payment options for your convenience including:

- a. Cash, check, credit card, ATM debit card or money order in person at the Plymouth Headquarters.
- b. Cash, check or money order in person at an authorized Payment Agent Location.
- c. Check or money order mailed to the Cooperative.
- d. Electronic check, ATM debit card or credit card, initiated by you via the Cooperative's web page or IVR system or initiated by Cooperative staff pursuant to your phone authorization.
- e. Direct debit bill payment in which total account balance due is automatically deducted from your checking account 20 days after issue of the bill (application form required).

3. Checks Returned from Banks

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

When you have two or more returned checks in a rolling twelve month period, you can only make cash, bank check, money order or credit card payments until this criteria clears or at the discretion of the Member Solutions Manger.

4. Budget Billing Plan Option

A budget payment plan is available to eligible residential members in an effort to level payments throughout the year. Should a participating member not fulfill their obligations with the budget plan, the Cooperative may remove them from the plan and seek alternative solutions.

5. 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*.

6. Collection Fee

The Cooperative may 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.