

WELLS RURAL ELECTRIC COMPANY

Adopted: March 1976
Reviewed: August 21, 1998

Revised: May 14, 2019

RULE NO. 5

BILLS AND PAYMENTS FOR SERVICE

A. Rendering of Bills

Bills for service will be rendered on a monthly basis, unless otherwise approved by the company.

1. Metered Service

- A. Bills for metered service will show at least the reading of the meter at the end of the period for which bill was rendered, or the last valid AMR read recorded within 24 hours prior to the member's notice to terminate service; the number of electrical units; and, the date of the current meter reading unless the bill is estimated. No bill shall be less than the specified fixed service charge prorated for the number of days in the current billing cycle prior to disconnection.
- B. Each meter on a member's premises will be considered separately and the readings of two or more meters will not be combined except where the company's operating convenience or necessity may require the use of more than one meter.
- C. If, for reasons beyond its control, the company is unable to read member's meter on the scheduled reading date, the company may bill member for estimated consumption during the billing period subject to adjustment at the time the meter is next read.

2. Adjustment of Bills Due to Error

- A. When it is found that there has been an error in past billings to a member, the overcharge or the undercharge will be adjusted back to the most reliably established date.
- B. In case of a dispute between a member and the company as to the correct amount of any bill rendered by the company for electric service furnished to the member, the member will make-payment with the company in the amount claimed by the company to be due based on payment arrangement for a period not to exceed the undercharged period or 90 days, whichever is less.
- C. In the event of dispute between the member and the company respecting any bill, charge or service, the company shall forthwith make such investigation as shall be required by the particular case, and report the result thereof to the member. In the

event that the complaint cannot be satisfactorily adjusted, the company or the member may make application to the Board of Directors for adjustment of the complaint, and the company shall notify the member in writing or otherwise that he/she has the privilege of appeal to the Board of Directors, and then if not satisfied the company shall notify the member that he/she has the right to appeal to the proper governing authority if jurisdiction exists.

3. Payment of Bills

Except for where summary billings applies, bills for service are due and payable as of billing date and payment may be made at any commercial office of the company, internet payment or over the phone. Payment of closing bills shall be made at the time of presentation.

4. Auto Payment Program

Except where summary billing applies, arrangements can be made to have bills paid automatically on a monthly basis by credit card, debit card or checking account. It is the member's responsibility to provide current information for their credit card, debit card or checking account. If payment is declined 3 times within 6 months, the member will be taken off the auto-pay program.

5. Summary Billing

- A. Any WREC member in an industrial rate class, or any other rate class member with 25 accounts or more, shall receive one statement per month which will report a summary billing of each separate account under that member's capital credit membership number.
- B. Any WREC member with between 3 and 24 accounts will have the option of receiving one monthly statement which will report a summary billing of each separate account under that member's capital credit membership number.
- C. Any WREC member who receives "Summary Billing" shall be required to remit one payment for all summary billed accounts, preferably electronically. (i.e. direct-deposit, and/or various e-bill payment methods)

6. Evidence of Consumption

The registration of the company's meter shall be accepted as primary evidence of the amount of power and energy taken by the member, unless there is evidence of meter tampering.

7. Budget Billing

- A. Availability:

Residential and Rural Residential members are subject to the following rules and regulations.

B. Terms of Payment:

1. Electric bills will be figured on a twelve-month average, with adjustments made not more than twice per year following member notification.
2. Payments will be made on a monthly basis.

C. Qualifications:

1. Must be a current member of Wells Rural Electric Company, with at least one year's usage history at the applicable location. In the event a reasonable estimate of usage can be made, the one-year history requirement may be waived.

D. Default in Payment:

1. Default in payment will automatically cancel the budget billing agreement and the full amount will be due and payable.
2. Discontinuance of service will be handled in accordance with Rule No. 6, paragraph B of the Wells Rural Electric Company "Rules, Rates and Regulations" policy.
3. Any person accepting the Budget Billing Agreement and then terminating the Agreement at a later date, for whatever reason, shall then be held liable for the full amount of the exact usage on their account.

8. Prepayment of Electric Bills

Prepayment of electric bills will be allowed, with no discount, for all classes of service.

9. Continuation of Service

- A. Upon notice from the tenant or landlord, service will be transferred from the tenant to the landlord in compliance with the terms of a duly executed "Agreement for Continuation of Service".
- B. Responsibility for ensuring the service continues without interruption remains the responsibility of the landlord.