

VALLEY ELECTRIC ASSOCIATION, INC.

Corporate Policy #127

ADMINISTRATIVE CHARGES & SCHEDULE OF FEES

Dated: September 1, 2019
Supersedes: May 31, 2019
Formerly: Rule No. 11

I. OBJECTIVE

To establish a policy for administrative charges and a schedule of other necessary fees.

II. POLICY

The Association shall charge certain administrative charges and Fees as follows:

A. Administrative Charges:

1. **Connection fee for existing electric service available.** An establishing of service charge for existing electric service will be \$60.00 during normal business hours.
2. **Connection fee for telecommunication service(s).** An establishing of service(s) charge for telecommunication service(s) will be as follows: \$30.00 per Broadband Installation (Wireless or Fiber), and \$36.00 for VoIP services.
3. **Non-payment of electric service.** A charge of \$60.00 shall be applied for disconnection of electric service for non-payment. Reconnection charges for electric service as a result of disconnection for non-payment shall be \$60 during normal business hours or \$200.00 if reconnection is made outside of normal business hours. This does not apply to pre-paid services.
4. **Non-Payment of telecommunication service(s).** A charge of \$25.00 shall be applied for disconnection of telecommunication service(s) for non-payment. Reconnection charges for telecommunication service(s) as a result of disconnection for non-payment shall be \$25.00 during normal business hours or \$100.00 if reconnection is made outside of normal business hours.
5. **Vacation of telecommunication service(s).** A charge of \$5.00 a month for each service(s) shall be applied for vacation of telecommunication service(s) plus any applicable equipment fees. VoIP is not applicable to be placed in vacation mode..
6. **Tampering and Unmetered Usage Charge.** When the Association has reasonable evidence that a person is obtaining all or part of his/her electricity by any method that interferes with the proper metering of service to a member's equipment or has damaged any Association equipment, an unmetered power usage charge and the cost of investigation and repairs for such damage will be

estimated and added to the member's billing statement.

7. **Meter Testing.** The Association, at its expense, will make periodic tests and inspections of its meters in order to maintain them at a high standard of accuracy and will also, at its expense, make one meter test per year upon request of a member. At the request of a member additional tests, will be performed and, if the meter is found to register within 2 percent plus or minus, a charge of \$115.00 per additional test will be made to the member.

B. **Insufficient Funds Checks/Electronic Payments.** Checks/electronic payments submitted to the Association which are returned by the financial institution due to insufficient funds will be assessed a charge in the amount of \$ \$35.00.

C. **Fraudulent Payments.** Checks/Credit Card/Electronic payments submitted to the Association which are returned as fraudulent by the financial institution will be assessed a charge of \$150.00.

D. **Definition of Business Hours.** For purposes of this Policy:

1. "Normal business hours" shall be deemed to be 8:00 a.m. to 5:00 p.m., Monday through Friday, other than Association-approved holidays
2. "Outside normal business hours" shall be deemed to be Monday through Friday 5:01 p.m. to 7:59 a.m., all weekends, and all Association- approved holidays.

E. **Schedule of Fees**

1. Security Deposits
 - a. Standard Residential: Minimum \$200.00 or Maximum two month's total highest billings.
 - b. Maximum for a location without Usage History (Residential): \$200.00
 - c. Irrigation: Minimum \$300.00 or Maximum two month's total of highest billing.
 - d. Security Deposits for new irrigation and commercial services will be determined at the time of meter connection.
2. Non-Refundable Membership Fee: \$10.00
3. Returned Check Fee: \$30.00
4. Electric Transfer, Connect, Reconnect & Disconnect Fees
 - a. Read-In/Read-Out Transfer Fee: \$10.00
 - b. Connection Fees (Monday through Friday 8:00 AM to 5:00 PM only): \$60.00
 - c. Reconnect/Disconnect Fee(s) for non-pay accounts:
 - i. Monday through Friday 8:00AM to 4:00PM- \$60.00 reconnect, \$60.00 disconnect.
 - ii. Monday through Friday, 4:01PM to 7:59AM, Weekends, and Holidays- \$200 reconnect, \$60.00 disconnect.

- d. Broadband (Wireless or Fiber) Installation Fee: \$30.00
 - e. VoIP Installation Fee: \$36.00
 - f. Meter Test:
 - i. Once in a 12-month period- No Charge
 - ii. Each additional test for the same meter with 12 months: \$115.00 per test
 - g. Manual meter read due to Member issue: \$75.00 per read (monthly)
 - h. ACH Payment: \$10.00 CREDIT to account (1st month only)
 - i. Late Payment fee: 1.5% of undisputed delinquent balance
 - j. Deposit Interest Rate: As established by NRS 704.655
 - k. Non-refundable engineering Fee(s) (amounts will be credit to work order invoice)
 - i. Residential: \$300.00
 - ii. Commercial/Irrigation: \$600.00
- F. The Cooperative may change fee amounts from time to time, as needed.

III. RESPONSIBILITY

The Board of Directors, through delegation to the Chief Executive Officer, shall be responsible for the administration of this policy.

VALLEY ELECTRIC ASSOCIATION, INC.

SCHEDULE OF FEES

1. Security Deposits

No deposit required with proof of good payment/credit history as provided by a letter of credit from previous utility

- Standard Residential Minimum \$200.00 - or -
Maximum two month's total of highest billing
- Maximum for a Location without Usage History (Residential) \$200.00
- Irrigation Minimum \$300.00 - or -
Maximum two month's total of highest billing
- Commercial Minimum \$300.00 - or -
Maximum two month's total of highest billing

** Security Deposits for new Irrigation & Commercial Services will be determined at meter connection.**

- 2. Non-Refundable Membership Fee \$10.00
- 3. Returned Check Fee \$35.00
- 4. Fraudulent Payment Fee \$150.00
- 5. Electric Transfer, Connect, Reconnect & Disconnect Fees
 - Read-In/Read-Out Transfer Fee: \$10.00
 - Connection Fee(s)
 - Monday – Friday, 8:00a.m. – 5:00p.m. (Only) \$60.00
 - Reconnect / Disconnect Fee(s) for Non-pay accounts Reconnect / Disconnect
 - Monday – Friday, 8:00a.m. – 4:00p.m. \$60.00 / \$60.00
 - Monday – Friday, 4:00p.m. – 8:00a.m. \$200.00 / \$60.00
 - Weekends and Holidays \$200.00 / \$60.00
- 6. Broadband – Wireless or Fiber Installation Fee \$30.00
- 7. VoIP Installation Fee \$36.00
- 8. Meter Test
 - One in a 12 Month period No Charge
 - Each additional test for the same meter within 12 months \$115.00
- 9. Manual Meter Read due to Member's issue \$75.00 per read (Monthly)
- 10. ACH Payment \$10.00 Credit to account (1st month only)
- 11. Late Payment Fee \$1.5% of Undisputed Delinquent Balance
- 12. Deposit Interest Rate As established by the NRS 704.655
- 13. Non-Refundable Engineering Fee(s)
 - Residential \$300.00 (Amount will be credited to work order invoice.)
 - Commercial / Irrigation \$600.00 (Amount will be credited to work order invoice.)

The Cooperative may change fee amounts from time to time, as needed.