

BOARD OF LIGHT AND POWER GRAND HAVEN, MICHIGAN

SUBJECT: Billing and Payment Standards

POLICY: Billing and Payment Standards

I. Responsibility For Payment of Bills:

- A. The customer is responsible for the payment of bills incurred before service is ordered discontinued and the Board of Light & Power (BLP) has had reasonable time to secure a final meter reading.
- B. Property owners who have given the BLP an order to place the electric service in their name between tenants are responsible for payment of all bills in their name as a result of that order until the BLP is notified in writing to rescind that order.
- C. Bills are due for payment on the date indicated on the bill, at least fifteen (15) days from the date the bill is transmitted. The BLP shall transmit the bill to the customer by mail unless the BLP and the customer agree in writing to another method of delivery. Failure to receive a bill will not extend the time for payment.
- D. Payment of Bills
 - 1. Payments can be made by mail, in person at the BLP's Customer Service office, at any authorized payment agent, or by any other method approved by the BLP.
 - 2. Automated Payment Option:
 - i. The BLP shall make available to its customers an automated payment option for payment of utility bills. The initial request shall be in the form of a written agreement.
 - ii. Any account which incurs two returned electronic funds in a twelve month period may be removed from the plan and be ineligible for reinstatement.
 - 3. Credit Card:
 - i. Mastercard and Visa will be accepted for payment of deposits and electric charges. Payment is made in accordance with the terms and conditions of the third party provider.
- E. Any check returned by the bank will be subject to a \$25 return check fee. If the check was to avoid disconnection of service, service will be subject to immediate disconnection.
- F. Service will not be granted to any customer who has an unpaid balance from a previous premise until that balance is paid in full.

II. Billing Standards:

- A. Estimated Billing - The BLP may estimate any bill if extreme weather conditions, emergencies, work stoppages or other extreme circumstances arise that prevent the BLP from securing a meter reading. In the event of failures of a meter to properly register, the BLP may estimate the reads required for calculation of bills.

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- B. When an error is found to exist in the billing rendered to a customer for other than metering errors, as provided for in the BLP's Metering Policy rule, the BLP will correct such error to recover or refund the difference between the original billing and corrected billing. Adjusted billings will not be rendered for periods in excess of 12 months from the date the error is discovered, except at the discretion of the General Manager.

III. Budget Payment Plan:

- A. The Budget Plan is offered to any residential customer who does not have a delinquent balance. The Budget season is May through April, but a customer can enroll in the Plan at any time. Any past due account on the Budget Plan may be removed from the plan. A six month review of budget accounts is done in December, and the budget amount will be adjusted as needed. All final balances on the April billing must be paid in full, and the BLP will refund any credit balances.

Adopted By The Board Of Light & Power On September 17, 2009

Effective November 1, 2009