

Mecklenburg Electric Cooperative's Established Procedures

Deposits

- A security deposit is required in advance of connecting or reconnecting an account. The deposit may be waived when a favorable credit check is performed.
- Minimum deposit amounts are average values that will be confirmed and updated annually:
 - \$450 for homes with electric heat (three installments of \$150).
 - \$330 for homes with gas, oil or wood heat (three installments of \$110).
 - \$120 for shop/garage/camper with gas, oil or wood heat (three installments of \$40).
- If a 12-month usage history is available, the deposit amount will consist of the two highest billing amounts added together.
- Additional deposit will be required when there is a third cut off notice within 12 months.
- Members who have paid a deposit in full will be refunded after a 12-month period of no late payments.

Delinquents

- A member is considered delinquent if MEC doesn't receive payment within bill due date period.
- Member may pay by check, cash, money order, or credit card.
- After receiving two bad checks, MEC requires the member to pay by cash, money order, or credit card.

Cutoffs & Reconnects

- A member's account will be cut off when payment is not paid by the disconnect date..
- After disconnection, the balance must be paid in full before service will be reconnected.
- A \$40 reconnection charge will apply in any reconnection made before 4 p.m. on normal working days.
- A \$170 reconnection charge will apply in any reconnection made outside of normal working hours (8 a.m. – 4 p.m. Monday – Friday)
- Arrangements for after-hour payments must be made prior to 7 p.m.

Extensions

- No extensions in the payment of a deposit installment can be made.
- No extensions for members with less than six (6) months of history can be made.
- A maximum of four (4) extensions over a 12-month period can be made.
- An extension cannot be longer than seven (7) calendar days past the cut-off date.

Research Fee

When a request is made for archived billing data that is 36 months old or older or capital credit information that is 12 months old or older, a Research Fee of \$15 shall be charged for each account researched.