

Disconnect Policy

CVEA is a member-owned cooperative. Members who do not pay their bills on time cost all members money. Over the past few years, CVEA has tightened up our collection efforts, with the goal of consistency amongst all members. The purpose of this policy is to define CVEA's collection efforts.

Collection Notices

CVEA's tariff section 10 addresses the rules and regulations for billing and collections. Bills get mailed on or around the 20th of each month. Bills are due when rendered, as the electricity usage was from approximately one month prior. A member's failure to receive bills or notices that have been properly addressed and mailed by way of the United States Postal Service will not prevent the bills from becoming late or excuse the member's responsibility for payment. If you do not pay your bill within 25 days of the billing date, your account is considered past due and a late fee will be assessed, \$10 for residential members and \$50 for commercial members.

First Notice – If you forget to pay your bill by the past due date, the first notice of disconnect is printed on the next monthly billing statement. The message on the bill says, "The previous balance listed above is now past due and subject to disconnect on (15 days after billing date)."

Second Notice – At least three working days prior to the disconnection date, CVEA will make reasonable attempts to contact the member. CVEA defines reasonable as three notifications, which can be made by either email or phone. In the event we are unable to leave a message or make contact, a door knocker will be put on the member's premises at least three working days prior to disconnect. If direct contact with a member occurs, no additional phone calls will be made. If a member lives more than 25 miles from the nearest office, a reminder letter will be mailed instead of a doorknocker, per section 10.10 of the CVEA tariff.

There are special rules for landlords and members on life support. If either of these exceptions pertains to your account, please make sure your information is up to date in our system. Landlords will be notified of possible disconnect if tenant contact has not been made or if tenant payment commitments have not been followed through on. Tenants will be notified three days prior to disconnect.

Extensions

CVEA allows each member one extension beyond the disconnect date. A note will be made on your account for future reference and no additional extensions will be granted beyond the disconnect date.

Deferred Payment Agreements (DPA)

CVEA's tariff allows residential members with extreme economic hardships to enter into a DPA. In summary, the DPA requires that 1/3 of the total bill amount is due with the stipulation that future bills must be kept current during the three-month agreement period.

Disconnect

After all noticing requirements have been met, CVEA will disconnect the account if payment has not been received. CVEA has no limitations for disconnection, including the winter months. If you are disconnected, your deposit amount will be reviewed and may be collected on at reconnect. Deposits for an account that has been disconnected for nonpayment will be calculated at three times the average monthly usage for the service location. CVEA has up to three business days to have service reconnected.



Fee Charges

If the account is disconnected, a \$50 reconnect fee is charged during business hours and \$200 outside of business hours.

When an account is disconnected, 85 days of usage has accumulated. Below is a calendar that displays the current year's billing dates.

BILLING DATES

	From*	To*	Bill Date	Late Fee Applies (25 days after bill)	1st Notice (On Bill)	2nd Notice (at least 3 days before Disconnect Date)	Tariff Disconnect Date
January Usage	10-Jan-25	10-Feb-25	20-Feb-25	17-Mar-25	20-Mar-25	1-Apr-25	4-Apr-25
February Usage	10-Feb-25	10-Mar-25	20-Mar-25	14-Apr-25	20-Apr-25	2-May-25	5-May-25
March Usage	10-Mar-25	10-Apr-25	20-Apr-25	15-May-25	20-May-25	1-Jun-25	4-Jun-25
April Usage	10-Apr-25	10-May-25	20-May-25	14-Jun-25	20-Jun-25	2-Jul-25	5-Jul-25
May Usage	10-May-25	10-Jun-25	20-Jun-25	15-Jul-25	20-Jul-25	1-Aug-25	4-Aug-25
June Usage	10-Jun-25	10-Jul-25	20-Jul-25	14-Aug-25	20-Aug-25	1-Sep-25	4-Sep-25
July Usage	10-Jul-25	10-Aug-25	20-Aug-25	14-Sep-25	20-Sep-25	2-Oct-25	5-Oct-25
August Usage	10-Aug-25	10-Sep-25	20-Sep-25	15-Oct-25	20-Oct-25	1-Nov-25	4-Nov-25
September Usage	10-Sep-25	10-Oct-25	20-Oct-25	14-Nov-25	20-Nov-25	2-Dec-25	5-Dec-25
October Usage	10-Oct-25	10-Nov-25	20-Nov-25	15-Dec-25	20-Dec-25	1-Jan-26	4-Jan-26
November Usage	10-Nov-25	10-Dec-25	20-Dec-25	14-Jan-26	20-Jan-26	1-Feb-26	4-Feb-26
December Usage	10-Dec-25	10-Jan-26	20-Jan-26	14-Feb-26	20-Feb-26	4-Mar-26	7-Mar-26

*Billing dates may vary

Payment Methods

CVEA has expanded payment methods over the last few years to accommodate our member's needs. Members can pay through CVEA's website using bank account information, or credit/debit card. Payments may also be made over the phone with credit/debit cards, or at both office locations in Glennallen and Valdez with cash, check, or credit/debit cards. They may also be made through our third-party phone payment system 24 hours a day, 7 days a week, by calling 1-833-890-7728. Members can also sign up for auto pay.



Auto Pay

CVEA encourages members to sign up for auto pay. This can be done on CVEA's website or by visiting either of our office locations. We accept Visa, MasterCard, Discover, and Bank to Bank Transfer (ACH). This payment method assures your bill is paid on time and can save a Residential member \$120 in late fees per year and a Commercial member \$600 per year.

Contact Information

It is essential you keep your contact information updated on your account. Please notify the office immediately if any information changes which includes email, address, or phone information.

If you have any questions on this policy please contact CVEA at 822-3211 or 835-4301.

www.cvea.org