

MEMBER SERVICE INFORMATION
BILLING AND PAYMENT OF ELECTRIC BILLS

Meter Reading and Billing Periods

The reading of all meters used for determining charges to members shall be made each month unless otherwise specified by Dakota Electric Association.

The term “month” for meter reading and billing purposes is the period between successive meter readings, which shall be as near as practicable to 30 days.

Dakota Electric Association requires access to meters monthly unless other arrangements are made to obtain monthly meter readings.

If a billing period is longer or shorter than a normal billing period by five (5) days, the billings shall be prorated on a daily basis.

Estimated Billings

When access to a meter cannot be gained, an estimated bill may be rendered. In cases of emergency, the Dakota Electric Association may render estimated bills without reading meters. Estimated bills shall be based on the member’s normal consumption for a corresponding period during the preceding months.

Only in unusual cases, or when approval is obtained from the member, shall more than two (2) consecutive estimated bills be rendered.

If an estimated bill seems to be abnormal when a subsequent reading is obtained, the bill, or bills, for the entire estimated period shall be recalculated and a corrected bill generated. If there is reasonable evidence that the use occurred during only one (1) billing period, the bill shall be so computed.

MEMBER SERVICE INFORMATION
BILLING AND PAYMENT OF ELECTRIC BILLS
(Continued)

Payment of Electric Bills

Residential Members. Residential bills shall be due not less than 25 days from the current billing date. The current billing date shall be no more than three working days before the date of mailing. Balances over \$10.00 not received by Dakota Electric by the due date will have a monthly late fee of 1.5 percent or \$1.00, whichever is greater, added to the balance.

All Other Members. Bills for all other members shall be rendered monthly and shall be due not less than 15 days from the billing date. The current billing date shall be no more than three (3) working days before the date of mailing. Balances over \$10.00 not received by Dakota Electric by the due date will have an interest charge of 1.5 percent or \$1.00, whichever is greater, added to the balance.

Payment of Bills by Check

It will be the policy of the Association to accept checks in payment of the electric bill. When a question arises as to the validity of a personal check, cash or money order may be required. No second party or postdated checks will be accepted.

If a check is not honored because of “insufficient funds” or for any other reason, a service charge will be assessed, and the status of the account will be the same as if no payment had been made.

When a payment is made by personal check in order to avoid termination of service, and the check is not honored, service may be disconnected without further notice.

Payment by check or debit card will not be honored for reconnection after disconnection for non-payment. Payment for reconnection after disconnection for non-payment must be made by cash, credit card, or money order.

MEMBER SERVICE INFORMATION
BILLING AND PAYMENT OF ELECTRIC BILLS
(Continued)

Budget Payment Plan

Dakota Electric Association shall have a budget payment plan available to residential and farm members designed to level monthly billings. The Association will establish a fixed monthly billing based on previous usage. Each monthly bill will show the relationship of budget payments made to the amount due based on actual usage.

Late charges will be assessed to the lesser of the outstanding account balance or the scheduled monthly payment.

Dakota Electric Association will review all budget payment accounts at least annually.

Electronic Funds Transfer

Dakota Electric Association has an Electronic Funds Transfer program (EFT) available to all members. Members may authorize monthly withdrawals for their electric bills directly from their designated financial institutions.

If a presented payment is not honored, late fees and service charges will be billed in accordance with existing policies. EFT can be terminated in writing by either the Association or the member at any time.

Credit Card Payment

Through a third-party vendor, Dakota Electric Association offers all members the option to pay their electric bill by credit card. The member opts to pay a transaction fee based on the amount of the payment. The transaction fee is collected and retained entirely by the third-party vendor.

If a presented payment is not honored, late fees and service charges will be billed to the member in accordance with existing policies.

QuikPay Online Payment

Dakota Electric offers members the option of making either a one-time online payment or regular online monthly payments through “QuikPay”. QuikPay provides multiple payment options. Members may manually enter payments online each month from a checking, savings, or credit card (credit card payments subject to a convenience fee). Members may also have funds automatically deducted from checking or savings accounts.