

POLK-BURNETT ELECTRIC COOPERATIVE

Policy No.: **M-9**

Subject: **Billing Adjustments**

Objective: If a member has been improperly billed as to rate or an error has occurred in reading the meter at the location, and no evidence of fraud has been found after an investigation by Cooperative personnel, the following will apply.

Policy: Back billing will not go back further than a year. In addition, the member will be given the opportunity to catch up with the back billing after a mutually satisfactory payment arrangement has been reached between the member and the cooperative.

Edward O. Gullickson, President
March 23, 2015