

Bad Debt, Delinquent Account, and Collections Policy

1.0 PURPOSE

To establish a delinquent accounts, late payment notification, collections and write off policy for the Clean Energy Alliance and its Contractors

2.0 APPLICABILITY

This Policy applies to the Clean Energy Alliance, Back Office Service provider, and Collections Agency

3.0 DEFINITIONS

Term	Definition
CEA	The Clean Energy Alliance, and any departments, board, committees, and commissions thereof.
Overdue	The balance remains unpaid for more than 30 days after the original due date.
Unclaimed Funds	Stale checks that remain unclaimed for 3 years or more.

4.0 POLICY

- 1) All customers must pay all outstanding CEA charges for the period they received service from CEA.
- 2) CEA shall send a pre-collection notification informing the customer of overdue CEA charges. A letter from CEA will be sent after 60 days past due, and a second letter at 90 days past due, informing them of their outstanding balance and methods available to pay the overdue CEA charges.
- 3) Any overdue CEA charges totaling \$99.99 or less which have not been paid by the customer and are no longer being collected by SDG&E may be considered bad debt and written off.
- 4) Any overdue CEA charges totaling \$100.00 or more which have not been paid by the customer and are no longer being collected by SDG&E may be referred to a collections agency for settlement.
- 5) At the beginning of each fiscal year, CEA shall do an annual clean up writing off any overdue balances which had been referred to a collections agency for settlement 730 days (two years) prior with no payment made in those 730 days.
- 6) Interest will not be charged on any customer account.
- 7) If a customer has not paid within 180 days following the initiation of the collections process, the collections agency may file credit reporting information on the customer with all applicable agencies.

- 8) The collections agency may be authorized to pursue legal action on any customer with an outstanding balance of \$5,000 or more.
- 9) If a consumer files bankruptcy, the collection agency will stop collecting no matter the size of the balance and it will be written off.
- 10) The collection agency shall comply with all laws or regulations related to consumer protection, credit reporting, debt collections, customer confidentiality, or other applicable laws and regulations.
- 11) After a customer has paid all overdue amounts, all collections activity will terminate for that customer.
- 12) The Chief Executive Officer of CEA or their designee, at their discretion, may cancel an account from the collection agency for unforeseeable events, billing errors, or customer hardship.