

**Clean Energy Alliance
Administrative Policy**

SUBJECT: Clean Energy Alliance Collections Policy			EFFECTIVE DATE: February 20, 2020
POLICY #: CEA-05	SUPERSEDES N/A	STAFF CONTACT	# OF PAGES: 2

1.0 Purpose

To establish a delinquent accounts, collections and write off policy for the Clean Energy Alliance.

2.0 Organizations affected

Clean Energy Alliance

3.0 References

None

4.0 Definitions

5.0 Policy

5.1 Any CEA customer who has overdue CEA charges that exceeds \$250 shown on their SDG&E bill will receive a letter from CEA after 90 days past due, and a second letter at 120 days past due, informing them of their overdue status and the methods available to pay the overdue CEA charges.

5.2 Any overdue CEA charges totaling \$20.00 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.

5.3 Any overdue CEA charges totaling \$19.99 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.

5.4 Interest will not be charged on any customer account.

- 5.5 If a customer has not paid within 180 days following the initiation of the collections process, the collections agency will file credit reporting information on the customer with all applicable agencies.
- 5.6 The collections agency will be authorized to pursue legal action on any customer with an outstanding balance of \$750 or more.
- 5.7 After a customer has paid all overdue amounts, all collections activity will terminate for that customer.

Approved:

Barbara Boswell
Barbara Boswell
Interim Chief Executive Officer

2/23/20
Date