

PENINSULA LIGHT COMPANY

MEMBER SERVICE POLICY ON BILLING AND LATE PAYMENT

(A) **Billing Statements and Payment of Bills.** Peninsula Light Company (PenLight) will render a monthly billing statement to each member for electric and/or water services, including all related fees and any other fees and charges for any goods or services provided by PenLight that are related to the provision of electric and/or water services. All bills issued by PenLight are due upon receipt and become delinquent 21 days after the date of issuance. Payments on each account will be applied first to late charges and fees then to the oldest charges for services on each account.

(B) **Late Fee Policy.** For billing periods after January 1, 2016, the below listed late fees will be **assessed** on the subsequent monthly billing statement of any member whose bill is delinquent, provided that PenLight has not received payment in full of the overdue amount in time for the payment to be posted and recorded by the due date of the current bill.

Member Service Late Fee Schedule

January 2016

Start Date	Rate	Exemptions		Minimum Balance	Reversal
January 1, 2016	\$10.00 or 4% whichever is greater	Budget Plan		\$10.00	One time only per account

(C) **Application to All Rate Classes.** This policy is applicable to all rate classes, i.e., residential, commercial and industrial.

(D) **No Modification of Disconnection Policy.** Nothing in this policy is intended to amend, modify or limit PenLight's right to enforce its policy on disconnection of service for non-payment of amounts due to PenLight for fees and charges for electric and/or water services.