

Late Fee FAQs

Why did PLC establish a late fee charge? 4,000 payments are late each month this increases our cost of doing business.

When is a payment considered late? After the due date printed on the bill.

Who is authorized to approve late fees? PenLight's Board of Directors has the authority to approve all fees and rates.

What is the late fee for past due amount? \$10 or 4%, whichever amount is greater.

Why is there a late fee? This late fee is to cover administrative costs arising from past due accounts which generate delinquent letters, collection letters, reporting on collection accounts etc.

I just received my utility bill. How long do I have until it is past due? Utility bills are due on receipt but are not considered late until after the due date printed on each bill.

I am on a fixed income and/or only get paid once a month and it is after my regular due date, how can I avoid late fees? We understand that this may be difficult but your payment needs to arrive prior to your due date to avoid a late fee.

I am on the self-managed budget plan on your web site, why am I charged a late fee? It is important to choose the correct amount to pay, you will want to make sure that the amount of your payment covers your monthly charges. I will be happy to give you a onetime courtesy adjustment while you make a change on our website.

I have payment arrangements/pledges coming in, why am I charged a late fee? Although you have made payment arrangements with us the late fee is calculated on your previous balance. It is important to seek pledges or assistance prior to your due date.

How does PLC's late fees compare to other utilities? Rates were based on late fees charged by other cooperatives and surrounding utilities.

When did PLC initiate its Late Fee Policy? Board of Directors approved on May 3, 2010, effective June 1, 2010.