

**CLAVERACK RURAL ELECTRIC COOPERATIVE, INC.  
WYSOX, PENNSYLVANIA 18854**

**Policy Bulletin No. B-27**

**SUBJECT: Returned Payments**

**POLICY:**

The cooperative shall provide a uniform procedure regarding all forms of payment returned to the cooperative from a members' financial institution.

**RESPONSIBILITY:** President & CEO or Delegate

**PROCEDURE:**

When an electronic check or any form of payment is returned to the cooperative for reasons including, but not limited to, "insufficient funds", "closed account", "refer to maker" or "stopped payment" the cooperative will act as noted below:

1. In the event the returned payment was issued to the cooperative to avoid a disconnection the account may be disconnected without further notice to the member. If fraudulent payment occurs, the account may be disconnected immediately. If account is disconnected the entire balance of the account plus all applicable charges must be paid prior to reconnection of service.
2. If the payment was issued as a normal payment on a members' account, the cooperative will contact the member giving the member an additional 10 days to submit the amount of the payment plus a NSF charge (See Schedule of Fees). If the stated amount is not paid by the stated due date, the account may be disconnected and the entire balance plus all applicable charges must be paid prior to reconnection.

If the member has had more than 2 returned payments in the past 12 months the cooperative reserves the right to no longer accept unverified methods of payments (i.e. paper or electronic checks, etc.) from the member.

**SOURCE:** Revised 11/22/2023.