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| Policy Title | Collections Policy | | |
| Policy Number | 2021-17 | Effective: | 7/1/2021 |

I. PURPOSE

This policy establishes Clean Power Alliance's (CPA) rules governing late payment and pre-collection notifications to customers, and the process by which a third-party collection agent will collect past due CPA charges on CPA's behalf.

II. COLLECTIONS

A. All customers must pay all outstanding CPA charges for the period in which the customer received service from CPA.

B. Late Payment Notifications

1. Customers may be sent a late payment notice to a customer's last known mailing address or if customer consented to receive electronic notices or electronic bills, at customer's last known e-mail address if the account has a CPA balance that is 90 days or more past due and the customer is not on a payment arrangement with Southern California Edison (SCE).
2. Late payment notices will indicate that an outstanding balance is overdue and that failure to pay CPA charges to SCE or to enter into a payment arrangement with SCE may result in being referred to a collection agent designated by CPA.

C. Collections Criteria

1. Except as provided in Section C.2., any customer account with an outstanding CPA charge that is not subject to collection by SCE may be referred for collections to a collection agency designated by CPA.
2. Customers enrolled in the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), or Medical Baseline programs at the time SCE returns a receivable to CPA are not subject to the collections criteria in Section C.1. if the balance is \$500 or less.

D. Pre-Collection Notification

1. Any customer account that meets the collections criteria specified in Section II.C. may receive a pre-collection notice informing the customer that charges owed to CPA are outstanding and that the customer's account is collectible through a collection agent designated by CPA.

2. Pre-collection notifications will be sent no earlier than September 1, 2021.

E. Collection Agent

1. CPA may engage one or more collection agents to collect past due funds from CPA customers on CPA's behalf (Collection Agent).
2. Once CPA sends a customer account to the Collection Agent, the customer must work directly with the Collection Agent to resolve outstanding charges owed.
3. The Collection Agent retained by CPA shall comply with all laws or regulations relating to consumer protection, credit reporting or monitoring, debt collections, customer confidentiality, or other similar laws or regulations.
4. The Collection Agent is prohibited from selling information provided by CPA to the Collection Agent
5. On no less than an annual basis, CPA shall review the practices and results of the Collection Agent and shall take immediate action to address any performance concerns.
6. CPA may authorize the Collection Agent to reach settlements with customers that result in the recovery of past due funds. Negotiated settlements with a customer in the amount of \$2,500 or more must be approved by the Executive Director or the Executive Director's designee. Negotiated settlements with a customer in excess of \$125,000 must be approved by the Board of Directors.
7. No CPA interest, penalties, or fees will be assessed on any customer account.
8. If customer has not paid within 180 days following the initiation of the collections process, the Collection Agent may file credit reporting information on the customer with all applicable credit monitoring agencies.
9. Collections Agent is authorized to pursue legal action on behalf of CPA.

F. Executive Director Discretion. The Executive Director or the Executive Director's designee may, in their discretion, cancel, recall an account from the Collection Agent, or otherwise deviate from the collection process specified in this policy for reasons including but not limited to cases of unforeseeable events, exigent circumstances, or customer hardship.