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- Energy Star® qualified appliance upgrades if attached to real property
- And more!

www.hea.coop
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**Explore HEA's On-bill Financing
Program to make them happen.**

Application inside.





Title: Consumer Loan Program

Policy No: 6-7

Original Issue:
January 17, 2019

Last Revised:

Last Reviewed:
January 17, 2019

Pages: 1

1. **Objective:** To provide low cost financing for specified purposes to members of Highline Electric Association (the “Association”) who are in good standing.

2. **Policy:**

A. Purpose - From time to time, it may benefit the Association to offer financial incentives to members for specific purposes. The General Manager (the “Manager”) may develop and present for Board approval specific programs for offering low-cost loans to members that promote the efficient use of electric power, or in other ways benefit the Association and its members.

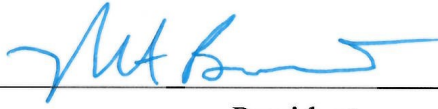
B. Terms

- i. The maximum term is ten years. Loans will be made to property owners only, where improvements are installed on the Highline service it is related to.
- ii. The items that will be covered by the loan will be determined by the program offering. In most cases, checks will be payable to the member and the service or product supplier.
- iii. Interest charged on the loan is not to exceed 3% and is subject to Board approval on an annual basis.
- iv. Loans are not assignable or transferable. Loans must be paid in full at the sale or refinancing of the property or in the event of the death of the member. Loans will not be subordinated. There will be no penalties for prepayment.
- v. At the discretion of the Association, the applicant shall also provide the Association with a promissory note and deed of trust on the property at loan closing. The Association shall file the promissory note and deed of trust with the appropriate county and release the promissory note and deed of trust when final payment is made.
- vi. Credit History - Members must have one year of service with the Association with a payment record in good standing during that year to be considered eligible for the loan program.
- vii. A member may not have more than one such loan at a time.
- viii. As part of the loan agreement, the member must agree that any partial monthly payments will first be applied to the loan then to the member’s electric account.

3. Responsibility:

- A. The Manager shall be responsible for the administration of this policy.
- B. The Manager or his appointee may reject any loan applications that do not meet the objective of this policy.
- C. The Board of Directors shall receive a monthly report of all approved consumer loans.
- D. The Manager and staff are responsible for periodically reviewing the consumer loan program policy and making recommendations to the Board for required changes.

Approved by the Board of Directors



President

Date Approved:

January 17, 2019



Secretary

HEA Rules and Regulations XIII. Meter Readings, Billings and Payments

A. Meter Reading and Billing Procedure:

In order to further the Association's purpose of providing low-cost electric service, most members shall read their own meter and note this reading on the stub portion of their monthly bill and return it to the Association's office when payment is made each month. The Association must receive meter readings on the member-read meters at least once every three months. If the Association does not receive a meter reading on a member-read meter for a three month period, the Association will read the meter and bill the member for the cost of the meter reading. The Association will provide Automated Meter Reading (AMR) service for those customers who chose not to read their meter. Charges for this service will be per the rate tariff. If the Association does not receive a meter reading on a member read meter for two, three month periods in a year the member will be deemed to have chosen not to read the meter. The Association will read all large power meters, augmentation meters, irrigation meters, and meters in the towns of Ovid, Sedgwick, Padroni, and Iliff, Colorado. The bills should be received by the first day of the month and are due on the 15th. The Board of Directors may set a different billing cycle for the Large Gas Compression Rate Class.

B. Payment Procedure:

A late payment charge of 1.5% per month will be assessed on the unpaid balance on the first working day following the 15th. If the 15th falls on a Saturday, Sunday or Holiday, the late payment charge will be assessed on the second working day following the 15th. The late payment charge for any account will be waived once in any two year period for consumers who have had no other late payments during that time.

Remittance may be made by mail or paid in person at any of the Association's offices in Holyoke, Sterling or Ovid.

Automatic bank payment (ACH) is also available.

Residential and Small Commercial accounts may also pay by Mastercard, Visa or Discover debit/credit cards.

C. Discontinuance of Service

1. The Association may discontinue the supply of electric service to any member for violation of any rule of the Association or for non-payment of any sum due for service upon written notice deposited in the United States' mail as first class mail, or physically delivered to the address of the member at least ten (10) days in advance of the proposed termination date, advising the member what particular rule has been violated for which service will be discontinued, and/or the amount due and the date by which the same shall be paid. In the event the member previously has executed a third party notification form indicating a third party to whom notices of discontinuance or termination is to be sent, written notice also will be mailed by first class mail or delivered at least ten (10) days in advance of the proposed termination date to said third party. The notice of discontinuance will be conspicuous in nature and in easily understood language.
2. Delinquency in payment for service rendered to a previous occupant of the premises to be served and unpaid charges for service or facilities not ordered by the present or prospective members shall not constitute a sufficient cause for refusal of service to a present or prospective member, provided, however, the Association may decline to furnish service at the same premises for the use of a delinquent member by subterfuge in any manner. Subterfuge includes, but is not restricted to, an application for service to a given location in the name of another party by an applicant whose account is delinquent and who continues to reside at the premises. Service shall not be discontinued or refused for failure to pay

any indebtedness except as incurred for utility service rendered by the Association in the States of Colorado and Nebraska. Indebtedness for utility service rendered by the Association in the States of Colorado and Nebraska can and will be transferred between accounts of the same member.

3. Service will not be discontinued if all current bills are paid when due and all past due amounts are being amortized by reasonable installment payments. Current bill means that portion of the bill which is not thirty (30) days past due. The minimum reasonable installment payment is that which pays a current bill in full plus at least one-sixth (1/6) of any past due balance. The Association reserves the right, in the event there is a breach in the installment agreement, to discontinue service on or after the seventh day following the mailing of a notice of termination to the member. To avoid termination, or to be reconnected, payment in full of the current bill and of all past due amounts must be made, and the member must pay a reasonable deposit before service will be reconnected.
4. Service will not be discontinued, and charges as outlined in Paragraph G below will not be charged, for one month in the event that a residential member has paid their bill on time, with no late payment penalties, for each of the preceding twenty four months.
5. Service will not be discontinued between 12 noon on Friday and 8 a.m. the following Monday, or between 12 noon on the day prior to and 8 a.m. on the day following any Association-observed holiday.
6. Service will not be discontinued during any period when termination of service would be especially dangerous to the health or safety of the residential member or a permanent resident of the member's household and such member established that he or she is unable to pay for the service as regularly billed by the Association, or he or she is able to pay for such service but only in reasonable installments.
7. Termination of service that would be especially dangerous to the health or safety of the residential member or a permanent resident of the member's household means that termination of service would aggravate an existing medical condition or create a medical emergency for the member or a permanent resident of the member's household. Such shall be deemed to be the case when a licensed physician makes a certification thereof in writing and said certification is received by the Association. In the event a medical certification is delivered to or received by the Association, the non-discontinuance of service as herein prescribed will be effective for sixty (60) days from the date of said medical certification. One thirty (30) day extension of non-termination of service may be affected by delivery to or receipt by the Association of a second medical certification, as aforesaid, prior to the expiration of the initial sixty-day non-termination period. A residential member may invoke these provisions no more than once during any period of twelve consecutive months.

D. Member Assistance Agencies:

The Association will make available to any member, upon written or telephone request, a list of all organizations and major federal, state or local government agencies, known to the Association, which provide member assistance or benefits relating to utility service.

E. Special or Short-Term Service:

Bills for special or short term service, including the cost of connecting and disconnecting, may be rendered at the discretion of the Association, and shall be payable on demand.

F. Accuracy in Meter Reading:

When meter readings are member-read, accurate meter readings must be provided. If member-read meter readings are intentionally falsified, for whatever reason, discontinuance of service as addressed heretofore may be initiated.

G. Charges for Restoration of Service:

1. When the Association's representative travels to member's premises for the purpose of discontinuing service, and member at that time makes payment of bill in full plus thirty dollars (\$30.00) for the call by

the Association's representative, service will remain connected.

2. When the Association has disconnected service, member shall pay the bill in full plus a charge for restoration of service of sixty dollars (\$60.00) if the work is accomplished during normal work time (8:00 am to 3:30 pm), or ninety dollars (\$90.00) if the work is accomplished outside normal time.

H. Bad Checks:

In the event a member tenders a check, which is dishonored by the bank on which drawn, the Association will write to the member requesting immediate settlement. When a second bad check is tendered within a 12-month period, the Association will send a notice informing member that the service will be disconnected after five days from date of notice if settlement has not been received by that time. Should the same member tender a third bad check during the same 12-month period, the Association will send a notice informing member that the service will be disconnected after five days if valid payment has not been received by that time, and no further checks will be accepted. Future payments must be in U.S. currency, money order, or valid cashier's check. Personal checks will again be accepted one year after the last short check. In addition, a twenty dollar (\$20.00) fee will be assessed for each insufficient check.

I. Waiver of Minimum Monthly Payment:

If the Association is prevented from furnishing, or if the member is prevented from receiving, all or any considerable portion of the electric service contracted for, and should such failure to deliver or receive be due to acts of God, or to other acts reasonably beyond the control of either the Association or the member, then the minimum monthly payment provided for may, upon member request, be adjusted. Such adjustments shall not be made for any period of less than 72 consecutive hours interruption.

J. Failure to Receive a Bill:

The member is presumed to be aware of his liability for payment of monthly bills for electric service and failure to receive a bill shall not relieve him or her of obligation to inquire of the Association as to the amount.



Highline Electric Association

PO Box 57

Holyoke, CO 80734

Telephone: 970.854.2236 or 800.816.2236

FAX: 970.854.3652

Consumer Loan Application

I/We, _____ (Borrower and Account #), hereby
apply for a consumer loan from Highline Electric Association (HEA), for the purpose of
_____ and in the amount of
_____, as supported by attached itemized cost estimates.

- Borrower acknowledges receipt of **HEA Board Policy 6-7 "Consumer Loan Program"** and agrees to all policy provisions.
- Borrower specifically acknowledges that loan payments will be included on the Borrower's electric bill and that any partial payments will be applied first to loan payments and then the Borrower's electric account. Borrower's failure to pay the electric bill will result in disconnect of electric service and additional fees and deposits as outlined in **HEA Rules and Regulations Section XIII "Meter Readings, Billings and Payments"**. Promissory note and deed of trust may also be required, at HEA's discretion.
- Borrower acknowledges receipt of **HEA Rules and Regulations Section XIII**.

IF BORROWER IS A NATURAL PERSON(S):

Print name

Print name

Signature

Signature

Date

Social Security Number

Social Security Number

IF BORROWER IS A CORPORATION OR LIMITED LIABILITY COMPANY:

Attest:

Secretary

Print name of corporation or LLC

Employer ID Number

President

Date

IF BORROWER IS A PARTNERSHIP:

(All General Partners are required to sign this application)

Secretary

Print name of corporation or LLC

Employer ID Number

President

Date

Save energy. Save dollars.

Investing in energy efficiency improvements in your home or office can save energy, and thus lower your utility bills. It's a win-win!

To help you invest in energy efficiency projects, Highline Electric Association now offers an On-bill Financing Program. Apply for a low-interest loan to finance your energy efficiency projects. Repay that loan monthly over time on your HEA electric bill.

Who can apply for On-bill Financing?

Anyone who pays their electric bill to HEA is eligible to apply for the low-cost loan, thus residential customers and businesses can take advantage of the opportunity.

What projects are eligible for financing?

The On-bill Financing covers labor and materials for projects such as improved insulation, caulking/ weather-stripping windows and doors, LED lighting, qualifying windows and doors, energy efficient water heaters, heat pump systems or other heating or cooling systems that reduce energy consumption - and more.

*****New home construction is not eligible for this program.***

How much can I apply for with On-bill Financing and what are the terms of the loan?

HEA members in good standing can apply for loans up to \$20,000 per member. With an established HEA credit rating, members could receive a 3% interest rate, and can take up to 10 years to repay the loan, though a shorter term can be selected.

Can I hire an outside handyman or contractor to do the work under this program?

Yes. The financing includes purchase of the materials and equipment as well as the labor cost to install.

How do I apply for the On-bill Financing?

Open up this brochure, fill out the simple, one-page application and return it to HEA. Applicants must be in good-standing with the cooperative and have an established credit rating with HEA. Applications are also available electronically and can be downloaded at www.hea.coop. If you have any questions, please call HEA directly at 970.854.2236.

What's the catch?

Nothing that we can see. Investing in energy efficiency measures pays on-going dividends with lower electric (and other utility) bills. The low-interest loans and on-bill financing help HEA members finance these projects over time, while you begin to reap the energy-saving benefits and comforts of an energy efficient home or office as soon as the efficiency measures are complete.