

Alberta Co-operative Energy (ACE)

Collections Policy

Section: Finance

Responsible Authority: Chief Financial Officer

PURPOSE AND INTENT: To provide a process and commitment to minimize negative financial impact to the corporation due to collection challenges associated with internal processes and/or customer accounts that are in arrears.

POLICY STATEMENT: Customer accounts, found to be in arrears, will be first validated to ensure arrears are not a result of internal process inefficiencies. If found valid, Customer accounts who are in default are provided one opportunity to correct the situation and bring their account into good standing; if unsuccessful, the sites associated with the account will be de-enrolled.

Procedure (for Administrative Purposes Only):

Customer account administration for ACE is completed by our secure billing and customer service partner, Energize Alberta.

Accounts are due on the day specified on the bill, by the payment type as selected on setup.

Any payment returns to Energize Alberta are to be investigated by Energize Alberta for accuracy in submission information. Energize Alberta will contact the customer to confirm the information they have is correct.

If the information was incorrectly entered by Energize Alberta it will be corrected, and payment will be re-attempted. Energize Alberta to absorb the return fee cost.

If payment did not go through because of a customer error (such as: incorrect account information, NSF, payment stopped, information not updated, etc.) the customer will be given ONE opportunity to have another withdrawal attempted (including a returned payment administration fee) OR payment by credit card (including a payment returned administration fee and a 2.5% variable administration fee). Should this payment NOT go through, the site will be de-enrolled and collections procedures for any outstanding amounts will be initiated by ACE.

ACE monthly statements are emailed to customers and are given a due date of 10 days after the statement date. Arrears are followed up immediately after the due date. Every attempt is made to contact the customer and if contact cannot be made, via telephone or email, then the account will proceed through the collections process.

The Collections Process:

- An additional attempt is made to reach the defaulting customer by phone with messaging of proceeding to collections.
- If customer gives a commitment to pay, terms are recorded, and review is completed to ensure terms are met.
- If the customer does not make an appropriate payment arrangement, an email is sent to the customer of 48 HR De-enrollment Notice, providing two days in which to respond.
- If the 48 hours expires without any payment arrangement, collection administrator (ACE) and Energize Alberta initiate de-enrollment of service for site (or sites by site ID) and inform the customer in writing (email) of the de-enrollment about to occur, and the necessity to find another retailer to avoid disconnection of service.
- Energize Alberta will prepare a FINAL bill, and this bill will create a statement every month until the balance on account comes to zero. Once all other avenues to collect the de-enrolled services have been exhausted, the account is prepared to send to outside credit agency for collections and the ACE customer is the sent a written notice (30 days) of the pending file to collections.

The Collections Policy Updated with new billing agent name: February 1, 2025