



NOI-2014-0003

**FILED WITH  
Executive Secretary**

**May 21, 2014**

**IOWA UTILITIES BOARD**

May 21, 2014

Iowa Utility Board  
1375 E Court Ave Rm 69  
Des Moines IA 50319-0069

To Whom It May Concern

Please find attached our information for Inquiry Docket NOI-2014-0003) regarding payment agreements. Along with this, in regard to the question addressing refused payment agreements, we did not have any.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

**REDACTED**

Sheryl Dorn  
Office Manager

Date of Agreement	Amount Owed	Length of the agreement in number of Months	Number of payments made by customer as of May 1, 2014	Amount Outstanding as of May 1, 2014	LIHEAP eligible (Yes/No)	Received LIHEAP Assistance (Yes/No)
4/7/2014	\$ 92.63	4	2	\$ 46.31	Yes	No
4/24/2014	\$ 1,147.74	6	0	\$ 956.45	Yes	No
2/12/2014	\$ 519.07	12	3	\$ 389.29	Yes	No
4/3/2014	\$ 749.69	12	1	\$ 687.21	No	
1/30/2014	\$ 152.17	12	3	\$ 101.41	No	
1/30/2014	\$ 340.48	12	3	\$ 226.96	No	
3/26/2014	\$ 1,665.53	12	0	\$ 1,387.93	No	
3/11/2014	\$ 697.62	12	2	\$ 523.20	Yes	No
2/18/2014	\$ 291.23	12	3	\$ 218.42	No	
1/8/2014	\$ 935.63	12	2	\$ 623.75	No	
4/9/2014	\$ 866.55	18	0	\$ 818.40	No	
4/23/2014	\$ 458.11	12	0	\$ 419.93	Yes	No
12/16/2013	\$ 255.10	12	1	\$ 148.80	Yes	Yes
4/17/2014	\$ 948.22	18	0	\$ 895.54	No	
5/2/2014	\$ 547.53	12	0	\$ 501.90	No	
12/19/2013	\$ 311.31	12	3	\$ 181.61	No	
3/19/2014	\$ 778.78	6	0	\$ 519.18	Yes	Yes
4/4/2014	\$ 1,079.31	18	0	\$ 959.31	No	
4/22/2014	\$ 682.53	16	0	\$ 639.87	Yes	No
4/21/2014	\$ 1,195.80	6	0	\$ 996.54	Yes	Yes
1/14/2014	\$ 554.86	12	3	\$ 369.90	No	
3/13/2014	\$ 976.37	12	1	\$ 813.63	Yes	No
2/13/2014	\$ 607.99	12	2	\$ 455.98	No	
12/26/2013	\$ 200.83	12	5	\$ 117.13	No	
3/18/2014	\$ 427.28	12	2	\$ 356.06	Yes	No
3/14/2014	\$ 1,155.08	12	2	\$ 962.56	Yes	Yes
1/10/2014	\$ 298.91	6	4	\$ 99.63	No	
4/23/2014	\$ 773.88	6	0	\$ 644.90	Yes	Yes
4/28/2014	\$ 2,401.63	9	0	\$ 2,134.78	Yes	Yes
1/15/2014	\$ 371.02	12	2	\$ 247.34	No	
2/24/2014	\$ 983.90	12	1	\$ 737.90	No	
4/30/2014	\$ 1,568.27	5	1	\$ 1,254.61	Yes	Yes
4/1/2014	\$ 533.18	12	1	\$ 444.30	Yes	Yes
3/28/2014	\$ 1,520.80	12	1	\$ 1,267.32	Yes	Yes
4/29/2014	\$ 546.88	12	0	\$ 501.30	No	
4/2/2014	\$ 609.69	12	1	\$ 508.07	Yes	No
5/6/2014	\$ 378.98	6	0	\$ 315.81	No	
1/27/2014	\$ 222.16	12	2	\$ 148.69	No	
1/6/2014	\$ 274.18	12	4	\$ 159.93	No	
4/22/2014	\$ 743.26	18	1	\$ 701.96	Yes	Yes
2/24/2014	\$ 374.32	12	2	\$ 280.75	No	
3/27/2014	\$ 2,679.20	12	2	\$ 2,232.66	Yes	No
3/19/2014	\$ 491.48	12	2	\$ 409.56	Yes	Yes

3/31/2014	\$ 1,057.88	6	1	\$ 705.24	Yes	Yes
4/4/2014	\$ 771.04	16	0	\$ 674.66	No	
4/3/2014	\$ 591.50	6	1	\$ 541.50	Yes	Yes
4/22/2014	\$ 803.21	18	0	\$ 803.21	Yes	No
12/16/2013	\$ 176.58	12	4	\$ 102.98	No	
4/16/2014	\$ 677.59	18	1	\$ 639.94	Yes	Yes
4/4/2014	\$ 296.11	12	0	\$ 271.43	No	
4/15/2014	\$ 437.14	12	0	\$ 400.71	Yes	No
4/4/2014	\$ 939.49	6	1	\$ 782.90	Yes	Yes
4/4/2014	\$ 1,110.93	18	1	\$ 1,049.21	No	
4/3/2014	\$ 808.66	12	2	\$ 741.27	Yes	Yes
11/4/2013	\$ 1,347.24	12	5	\$ 673.62	No	
4/1/2014	\$ 700.74	6	0	\$ 583.95	Yes	No
3/31/2014	\$ 1,357.06	12	0	\$ 784.72	No	
4/16/2013	\$ 1,023.47	18	1	\$ 966.61	No	
3/11/2014	\$ 996.87	12	1	\$ 830.71	No	
1/20/2014	\$ 291.01	12	3	\$ 193.97	No	
4/7/2014	\$ 1,598.29	18	0	\$ 1,509.49	Yes	Yes
3/19/2014	\$ 805.37	12	1	\$ 671.15	No	
4/14/2014	\$ 1,561.19	16	0	\$ 1,463.61	Yes	No
4/16/2014	\$ 1,678.82	18	0	\$ 1,585.55	Yes	No
4/11/2014	\$ 349.67	9	1	\$ 310.81	Yes	No
4/25/2014	\$ 561.10	12	0	\$ 514.34	No	
4/8/2014	\$ 741.87	18	1	\$ 700.65	Yes	No
5/12/2014	\$ 1,575.95	18	0	\$ 1,575.95	No	
4/28/2014	\$ 987.85	12	2	\$ 905.52	Yes	No
4/29/2014	\$ 834.68	16	0	\$ 782.51	Yes	Yes
5/15/2014	\$ 1,799.87	12	0	\$ 1,799.87	Yes	No
5/12/2014	\$ 245.63	12	0	\$ 245.63	No	
5/9/2014	\$ 308.07	6	0	\$ 308.07	No	



A Touchstone Energy® Cooperative

Account # \_\_\_\_\_
Location # \_\_\_\_\_
Member Name \_\_\_\_\_
Address \_\_\_\_\_
City \_\_\_\_\_
State/Zip \_\_\_\_\_

Date \_\_\_\_\_
Amount of DPA \_\_\_\_\_
Payment Due \_\_\_\_\_
Deferred Payment Amount \_\_\_\_\_
Billing Cycle \_\_\_\_\_
Phone Number \_\_\_\_\_

- A. The residential Member-Consumer named above is in default on bills for his/her electric service and the delinquent amount, as of the date of this agreement, is \$ \_\_\_\_\_ ; future finance charges included.
B. In addition to the delinquent amount noted above, the Member-Consumer's account shows the amount owed for current services is \$ \_\_\_\_\_ ; due on or before \_\_\_\_\_ , 20 \_\_\_\_\_.
C. The Member-Consumer is unable to pay all charges owed to the Cooperative but will agree to pay the amount owed in regular installments over a period of time.
D. Cooperative has agreed to continue utility service so long as the customer makes payments as provided for by this agreement.
E. The undersigned member agrees to pay his/her monthly past due payment of \$ \_\_\_\_\_ monthly in addition to keeping their current months bill paid by its due date.
F. For a current Member-Consumer who is not in default of a payment agreement and this is their first payment agreement related to this delinquency, the minimum period is 12 months.

NOTICE

If you are not satisfied with this agreement, call the Cooperative and work out any problems or questions. If this written document is the result of an oral agreement, the Member-Consumer must notify the Cooperative within ten days of the date this document was rendered; otherwise it will be deemed the Member-Consumer accepts the terms as reflected in the written document. By making the first payment, the Member-Consumer also confirms acceptance of the oral agreement.

If you are not satisfied and cannot work out a reasonable agreement with the Cooperative, you may call the Utilities Board and obtain assistance in working out reasonable terms (Phone 1-877-565-4450).

If you sign this agreement, you agree that you owe the amounts shown herein and you agree to make payments on the specified dates.

IN WITNESS WHEREOF, the parties to this agreement have affixed their signatures on the dates shown below:

COOPERATIVE
BY: \_\_\_\_\_
DATE: \_\_\_\_\_

MEMBER-CONSUMER
\_\_\_\_\_  
DATE: \_\_\_\_\_



Account # \_\_\_\_\_  
 Location # \_\_\_\_\_  
 Member Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State/Zip \_\_\_\_\_

Date \_\_\_\_\_  
 Amount of DPA \_\_\_\_\_  
 Payment Due \_\_\_\_\_  
 Deferred Payment Amount \_\_\_\_\_  
 Billing Cycle \_\_\_\_\_  
 Phone Number \_\_\_\_\_

- A. The residential Member-Consumer named above is in default on bills for his/her electric service and the delinquent amount, as of the date of this agreement, is \$ \_\_\_\_\_ ; future finance charges included.
- B. In addition to the delinquent amount noted above, the Member-Consumer's account shows the amount owed for current services is \$ \_\_\_\_\_ ; due on or before \_\_\_\_\_ , 20 \_\_\_\_\_ .
- C. The Member-Consumer is unable to pay all charges owed to the Cooperative but will agree to pay the amount owed in regular installments over a period of time.
- D. Cooperative has agreed to continue utility service so long as the customer makes payments as provided for by this agreement.
- E. The undersigned member agrees to pay his/her monthly past due payment of \$ \_\_\_\_\_ monthly in addition to keeping their current months bill paid by its due date.
- F. A Member-Consumer, who is in default of a first payment agreement, shall be eligible for a second payment agreement if the Member-Consumer has made at least two consecutive full payments under the first payment agreement. The term of the second agreement shall be the same term or longer than the first payment agreement. As a condition of entering into the second payment agreement, the Member-Consumer may be required to make the first payment up-front.
- G. The Cooperative and the Member-Consumer may agree to shorter or longer periods than those stated above; however, the Member-Consumer must be offered the minimum term.

**NOTICE**

If you are not satisfied with this agreement, call the Cooperative and work out any problems or questions. If this written document is the result of an oral agreement, the Member-Consumer must notify the Cooperative within ten days of the date this document was rendered; otherwise it will be deemed the Member-Consumer accepts the terms as reflected in the written document. By making the first payment, the Member-Consumer also confirms acceptance of the oral agreement.

If you are not satisfied and cannot work out a reasonable agreement with the Cooperative, you may call the Utilities Board and obtain assistance in working out reasonable terms (Phone 1-877-565-4450).

If you sign this agreement, you agree that you owe the amounts shown herein and you agree to make payments on the specified dates.

If Member-Consumer discontinues being served by the Cooperative (moves off the lines or does not want the service for some other reason) all bills shall become due and payable in full to the Cooperative.

If the current bill or any future bill is not paid before the date of delinquency or if payments are not made on the dates and in the amounts shown in this agreement, service may be disconnected and Member-Consumer must pay all amounts then due and owed to restore service.

IN WITNESS WHEREOF, the parties to this agreement have affixed their signatures on the dates shown below:

COOPERATIVE  
BY: \_\_\_\_\_  
DATE: \_\_\_\_\_

MEMBER-CONSUMER  
\_\_\_\_\_  
DATE: \_\_\_\_\_



PO Box 440  
Mt. Pleasant, Iowa 52641

A Touchstone Energy Cooperative

(866) 242-4232 or (319) 385-1577  
24 HOUR EMERGENCY or OUTAGE SERVICE:  
(800) 452-7819 or (319) 385-1580  
View and pay your bill online at  
[www.accessenergycoop.com](http://www.accessenergycoop.com)

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<b>Account</b>	
<b>Billing Date</b> 05/06/2014	<b>Due Date</b> 06/04/2014
<b>Billing Summary</b>	
Amount Due Last Billing	160.57
Payments	160.57 CR
Balance Forward	0.00
Current Charges	159.24
Deferred Payment Agreement	23.16
<b>Total Amount Due</b>	<b>182.40</b>
<b>After Due Date Pay</b>	<b>184.76</b>

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Access Energy is dedicated to exceeding members' and customers' expectations for safe, reliable, efficient service and environmental responsibility.

**Messages**

Like us on Facebook at [www.facebook.com/AccessEnergyCoop](http://www.facebook.com/AccessEnergyCoop)

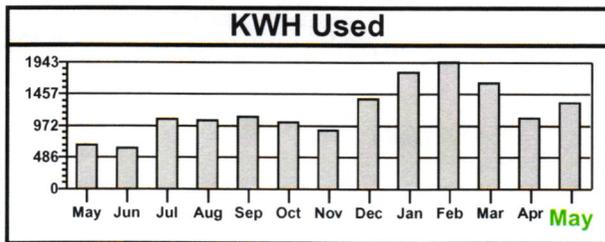
**Account** [redacted] **Map Lo** [redacted] **Desc:** MOBILE HOME **Rate:** 101

**Service Address:** [redacted]

**Meter Reading Details**  
**Meter 037811339 Multiplier 1.0 Type Electric**  
 Current Reading: May 06, 2014 65,915  
 Previous Reading: Apr 07, 2014 64,593  
 Usage 1,322

**Detail of Charges**

KWH Usage (1,322 kWh @ 0.0904 per kWh)	119.51
Fixed Facilities Charge	29.00
Area Light Charge - 1	9.15
County Tax	1.58
<b>Total This Service</b>	<b>159.24</b>



	Days	Kwh/Day	Cost/Day
This Month	29	46	\$5.49

	This Month	Last Month	Last Year
Avg Temperature (in degrees Fahrenheit)	55	39	53

Please Return This Lower Portion of Bill With Your Payment to Access Energy Cooperative

Please make address corrections on back of stub.

Deferred Payment Agreement

Cycle: 01

Recare Contribution:

<b>Account:</b>	[redacted]
<b>Due Date:</b>	06/04/2014
<b>Total Amount Due:</b>	182.40
<b>After Due Date Pay:</b>	184.76

Amount of Payment

TO PAY BY CREDIT CARD, CHECK  Visa  MasterCard

Exp. Date:  M  M  Y  Y



Signature \_\_\_\_\_