

**CLOSED ACCOUNT NON-PAYMENT WRITE-OFF POLICY****I. PURPOSE**

The Closed Account Non-Payment Write-Off Policy is established for the purpose of providing employees of Pioneer Community Energy (Pioneer) with standards and guidelines for writing off outstanding balances on closed Pioneer accounts.

**II. DEFINITIONS**

"Closed Account" shall mean any account that is closed as a result of relocation, modification to account ownership, changes to the electric meter, etc...

**III. Background**

When an account is closed with an outstanding balance, it triggers the final billing process by PG&E. PG&E only collects on amounts due to Pioneer for approximately 52 days, after this period has passed the account and outstanding balance is transferred to Pioneer for collection. Pioneer staff then follows the internal Collections Procedure for further collection efforts. Once these collections efforts are exhausted the write-off policy should be followed.

**IV. POLICY**

All Pioneer Closed Accounts that have an outstanding balance and have been processed through Pioneer's internal Collection's Procedure are eligible for write-off with the approval of the Executive Director or the assigned designee.