



# Service Disconnect Information

Your Touchstone Energy® Cooperative 

N6868 County Road F · PO Box 546 · Black River Falls, WI 54615 · 715.284.5385 · 800.370.4607 · Fax 715.284.7143

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- All electric service payments are due the 1<sup>st</sup> day of each month.
- Any account that is delinquent after the 10<sup>th</sup> day of the month will be subject to the greater of a late payment fee of \$15 or a finance charge of 1.5% per month.

If you are scheduled for service disconnect, you may receive a courtesy phone call reminding you of your outstanding payment.

If payment is not received by 7:30 a.m. on the day of disconnect, a collection charge of \$35 may be added to your account.

If your account is **DISCONNECTED** for non-payment, to be **RECONNECTED** you will be required to:

- Pay the amount past due
- Pay the current amount due
- Pay a security deposit equal to two times your average electric bill (min. \$150)
- Pay \$75 to be reconnected during regular working hours (Monday-Friday, 7:30 a.m. – 4:00 p.m.). NO reconnects will be made between the hours of 4:00 p.m. and 7:30 a.m. Monday-Friday or on Saturday, Sunday or Jackson Electric Cooperative recognized holidays.

Payment by an Insufficient Funds Check may result in immediate disconnect and fees will be applied. These fees also apply to load interrupting devices (LIDS).