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## Q&A

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**What should I do if I can't pay my bill on time?** The first thing you should do is call the cooperative. We will work with you to find a solution. By communicating with the cooperative, you can avoid additional charges, such as trip charges.

**If I can't pay, will the service be shut off?** If your payment is not received by the first of the month, the cooperative will make several attempts to contact you. Your service will only be shut off if acceptable arrangements aren't made.

**Can someone else pay my bill?** Yes. Before the cooperative can release confidential information, such as the amount due, to anyone else, you must first approve them in writing.

**What if we need electricity to power medical equipment?** Contact your doctor and ask them to contact the utility in writing, stating that shutting off your utility service would pose a special health danger. Once received, your electric service will not be shut off for 30 days to allow you time to arrange payment of your utility or find other arrangements. (Portable medical equipment, like nebulizers, are not eligible.)

*\*Special note: if you require electricity to power medical equipment, the cooperative strongly urges you to look into a back up power source in the event of power outages.*

**What if I believe my bill is not correct?**

Call the cooperative to notify us that you dispute the bill. You must pay the part of the bill you think is correct. The cooperative will not shut off your service for 45 days from the date the bill was mailed while disputed amount is worked out. You may ask the Iowa Utilities Board for assistance in resolving the dispute.

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## Additional Help

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- Avoid wasteful spending. The cooperative can help you manage your energy use which will keep future bills under control.
- Even out the monthly highs and lows. Sign up for Budget Billing to pay the same amount each month.
- Never forget a bill again. Sign up for Automatic Payments and your bill will be automatically deducted from your checking account or charged to your credit card.

Pella Cooperative Electric Association  
2615 Washington Street / PO Box 106  
Pella, Iowa 50219  
(641) 628-1040  
(800) 619-1040  
Email: [service@pella-cea.org](mailto:service@pella-cea.org)  
Web: [www.pella-cea.org](http://www.pella-cea.org)  
Open Monday - Friday, 7:30am - 4:30pm

For additional information:  
Iowa Utilities Board  
350 Maple Street  
Des Moines, Iowa 50319  
(515) 281-3839  
Toll Free (877) 565-4450  
Email: [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us)  
Web: [www.state.ia.us/iub](http://www.state.ia.us/iub)

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# There <sup>is</sup> Help

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Where do you turn when you find yourself with more month at the end of the money? Pella Cooperative Electric will work with you if you're unable to pay your bills on time. There are other local organizations that can help too.

**Pella Cooperative Electric**  
Your Touchstone Energy® Cooperative   
*The power of human connections*

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## Change Your Due Date

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All electric bills are due on the first of the month. To switch your due date to the 5th or 10th of each month, please submit a request in writing to the Cooperative. Once approved, late fees will not be charged until after the new due date.

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## Payment Arrangements

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If you need a few extra days to pay your bill, call the cooperative. By letting the cooperative know when you intend to pay, you can avoid unnecessary trip charges for collection notices.

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## Payment Agreements

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When you know that you won't be able to pay your bill on time, and you need more than a couple extra days to pay, call the cooperative. The cooperative can offer you a payment agreement to spread payments evenly for at least a 12 month period. Each month, on the due date, the portion of your past due balance will be due at the same time as your current bill.

*Please note: if you fail to make payments as promised in the payment agreement, the utility may shut off your electric service on one day's notice.*

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## Community Agencies

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Each county in Iowa has a community action agency that can help you access resources to get back on track.

### **Jasper County - Red Rock Area Community Action**

115 N 2nd Ave E, Suite A

Newton, IA 50208

(641) 792-3008

*Open Monday through Friday, 9:00am - 3:30pm*

### **Mahaska County Resource Center**

114 N Market St

Oskaloosa, IA 52577

(641) 673-8758

*Open Monday, Tuesday, and Friday 9:00am - 3:30pm  
and Thursday 8:30am - 11:30am*

### **Marion County - Red Rock Area Community Action**

303 S 3rd

Knoxville, IA 50138

(641) 842-6571

*Open Monday through Friday, 9:00am - 3:30pm*

### **Poweshiek County MICA, Inc**

834 Broad Street (Lower Level Veteran's Building)

Grinnell, IA 50112

(641) 236-3923, Toll Free 877-289-4666

*Open for Walk-Ins on Friday 9am - 11am, 1pm - 3pm.*

*By Appointment Mondays and Wednesdays 9am - 11am, 1pm - 3pm and Thursdays 9am - 2pm.*

### **Warren County - Red Rock Area Community Action**

1009 South Jefferson, Suite 1

Indianola, IA 50125

(515) 961-2543

*Open Monday through Friday, 9:00am - 3:30pm*

\*Several other local organizations, such as the Red Cross, Salvation Army and local churches, may also be willing to help you with your bills.

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## Low-Income Assistance

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The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist low-income families meet the cost of home heating. Applications are accepted on a first come / first served basis at your local community action agency from November through April (October for households with elderly or disabled members), or at the local post office. A household may qualify if the household's income falls within the income range listed below.

HOUSEHOLD SIZE	3-MONTH INCOME	ANNUAL INCOME
1	\$ 4,061	\$16,245
2	\$ 5,464	\$21,855
3	\$ 6,866	\$27,465
4	\$ 8,269	\$33,075
5	\$ 9,671	\$38,685
6	\$11,075	\$44,295

For family units with more than six members, add \$1,404 / \$5,610 for each additional member.

### PROOF OF INCOME

Attach documents that offer proof of total household gross income from all sources. The agency must have complete proof of income to process the application.

- Fixed income: Social Security Benefits, Supplemental Security Income, Aid to Families with Dependent Children or Family Veterans' Assistance, Unemployment Insurance, Pensions. Bring a copy of your most recent check.
- Wage Earners: Attach copies of your check stubs for the three months before the date of application, or a copy of your federal income tax return.
- Self-Employed / Farmers: A copy of your most recent federal income tax return.
- TANF (FIP) and SSE Recipients: Please bring in a copy of your Medicaid card.

ATTACH A COPY of your heating, electric, and telephone bill, or any other documents showing your account numbers or energy suppliers.