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NV GEBE Temporary Collection Policy – Customer Summary

Purpose

NV GEBE Temporary Collection Policy establishes interim procedures for managing and collecting outstanding customer balances for electricity and water services incurred on or after January 1, 2026. It aims to clarify payment obligations during a transitional period while the company reviews and reconciles outstanding balances. It does not forgive or cancel any debt, nor does it limit NV GEBE's legal rights to recover outstanding amounts.

Applicability

- Applies to all residential customers and commercial customers with balances not exceeding XCG 50,000.
- Covers all active accounts with unpaid charges issued on or after January 1, 2026.
- Employees involved in billing, collections, and customer service must follow this policy.
- Historical balances (before January 1, 2026), except customers who entered into payment arrangements prior to the implementation of this policy, are placed on administrative hold and are not covered by this policy, but remain legally due.
- Customers who entered into payment arrangements prior to the implementation of this policy shall remain bound by those agreements unless otherwise approved in writing by Management.

Policy Requirements & Procedures

Account Review & Payment Process: Customers can settle current outstanding balances in full or request a payment arrangement. Verification of identity is required.

Payment Arrangements: Customers unable to pay in full may request a payment plan (typically up to 4 months). Approval is at management's discretion and not automatic. Only one arrangement is generally allowed unless exceptional circumstances apply.

Customers are expected to notify NV GEBE promptly if their financial circumstances change.

A customer shall be considered in default when failing to adhere to the terms and conditions in the payment arrangement contract. Upon default, normal collection procedures will be reinstated.

Customer Responsibilities: Customers must review statements of accounts, pay current balances, comply with arrangements, and keep contact information updated.

Customer Rights: Customers have the right to clear account information, dispute charges, and receive professional service.

Billing Disputes: Customers can submit written disputes, which are investigated per company procedures. Disputed amounts do not suspend payment of undisputed charges. The dispute shall include, where applicable:

- customer name;
- contract account number;
- billing period under dispute;
- description of the disputed charge;
- reasons supporting the dispute; and
- any relevant supporting documentation

Temporary Suspension of Disconnection: Customers who meet the requirements of this Temporary Collection Policy shall not be subject to service disconnection solely in respect of Current Outstanding Balances governed by this policy, provided they continue to meet their obligations under this Policy. To remain eligible, customers shall:

- successfully comply with this Policy;
- either pay the applicable Current Outstanding Balance in full or enter into an approved Payment Arrangement Agreement;
- remain fully compliant with the terms of any approved Payment Arrangement Agreement
- continue paying all newly issued monthly utility invoices when due

Customers who fail to comply within the period prescribed by Management, default under an approved Payment Arrangement Agreement or otherwise fail to comply with this Policy may immediately become subject to the Company's normal collection and disconnection procedures.

The temporary suspension of disconnection constitutes an administrative accommodation only and shall not:

- create a contractual right to continued utility service;
- constitute debt forgiveness;
- limit the Company's statutory or contractual remedies; prevent future collection activities

Management Discretion: Management can make exceptions for operational, financial, or humanitarian reasons, provided these are documented.

Fraud and Abuse: Any fraud, misrepresentation, or abuse of this policy, will result, in the immediate forfeiture of eligibility and may lead to legal action.

Important Information

- The policy does not forgive or cancel any debt, including Historical Outstanding Balances incurred prior to January 1, 2026 nor does it limit NV GEBE's legal rights to recover outstanding amounts.
- NV GEBE reserves the right to decline, modify, suspend, or terminate any payment arrangement where policy requirements are not met.

How to Apply for a Payment Arrangement

Customers seeking a payment arrangement should contact NV GEBE's Customer Care Department. A representative will explain the requirements, review the application, and advise on the documentation that may be required.

Our Commitment

NV GEBE remains committed to treating all customers fairly, respectfully, and consistently while balancing customer support with the responsible management of public utility services.

Disclaimer

This Summary of the Temporary Collection Policy is provided for informational purposes only and is derived from the approved Temporary Collection Policy. It is intended to provide a general overview of the Policy's key provisions and should be read in conjunction with the full Policy. In the event of any inconsistency, ambiguity, or conflict between this Summary Policy and the full Policy, the full Policy shall prevail and serve as the governing and authoritative document. All interpretation, application, and enforcement of policy provisions shall be determined by reference to the full Policy.