



## **Prepaid Metering**

Prepaid Metering is available for residential Members. The Member shall pay all applicable fees as fixed by the Association's Bylaws, Tariffs, and Rules and Regulations prior to the commencement of the Prepaid Metering service. Existing Members may either pay the existing balance or the Association may elect to collect the balance through the debt recovery mechanism outlined in this section.

A Member electing Prepaid Metering shall make a request to the Association. The Association will allow enrollment into Prepaid Metering if the Member's electric service is located in an eligible area. The Member will be billed under the Residential rate.

An RSM shall be installed at the location receiving Prepaid Metering service. The Member pays for electric usage in advance and is subject to the grid access charge and energy charge as stated on the Residential rate sheet.

## **Conditions of Service**

This service is subject to the following conditions:

### ***Connection of Service***

A minimum \$ 100.00 payment plus applicable Service Connect Fee is required to create a new Prepaid Metering account. The \$ 100.00 payment will create a prepaid credit balance on the account. Once the minimum payment and any other applicable fees have been paid, the account will be activated. Energy usage will be calculated and then deducted from the prepaid credit balance on a daily basis. Any account without a credit balance after energy usage is calculated shall have electric service immediately disconnected.

If a Member wishes to convert from an existing active account to a Prepaid Metering account, a \$ 100.00 payment plus any applicable reconnect fees are required to create a Prepaid Metering account. Any unbilled kWh charges accrued from the last meter reading date and prorated grid access charge will be calculated and applied to the account balance. Any deposit and accrued deposit interest will be applied to the total account balance. If this results in a credit balance, then the credit account balance will be transferred to the Prepaid Metering balance. There must be a minimum starting Prepaid Metering credit balance of \$ 100.00 to begin receiving electric service using the Prepaid Metering program. Energy usage will be calculated and then deducted from the prepaid credit balance on a daily basis. Any account without a credit balance after energy usage is calculated shall have electric service immediately disconnected.

## **Billing**

A monthly paper bill will not be mailed to Members who receive Prepaid Metering service.



Members will have the ability to monitor account balance information through the Association's website, through an app on a smart device, the automated phone system, in person at any Association office during regular business hours, email notifications, and text message notifications from the Association.

### ***Payments***

Members may make payments in advance at any time through the Association's website, through an app on a smart device, automated phone system, during regular business hours by phone or in person at any Association office and at authorized payment locations.

The minimum initial payment for service under this rate class is \$ 100.00. For all subsequent payments, the minimum is \$ 35.00 except for Reconnection of Service as discussed below.

Prepaid Metering accounts are not eligible for payment arrangements. If a Member on Prepaid Metering receives aid or assistance from any governmental agency, a voucher may not suffice as payment.

### ***Payment of Past Due Accounts***

At the sole discretion of the Association, a Member with an account balance may be granted a payment arrangement for a maximum of \$ 500.00 and any subsequent payments made will be applied sixty percent (60%) to the Prepaid Metering balance and forty percent (40%) to the account balance.

Members may not receive service until such account balance is reduced to \$ 500.00 or less.

### ***Disconnection of Service When Not Requested***

Remote disconnection of a meter will occur when there is not a credit on the Prepaid Metering account. A Member may check daily account balances as described in the Billing section above. The Member shall notify the Association of any change in the Member's email address or cellular telephone number that the Member has designated to receive notifications regarding the Prepaid Metering account. The Member also agrees that the Member is responsible for any cellular telephone or text messaging charges incurred due to notifications.

The Member agrees that electric service shall be immediately disconnected any time the account does not have a credit balance, including weekends, holidays, or during severe weather conditions regardless of the medical and health conditions of any person located at the service address.



Any NSF check, electronic fund transfers or returned credit/debit card payments and associated fees will be applied to the account immediately and may result in disconnection of service without specific notice to the Member of the NSF payment. If a Prepaid Metering account is disconnected and electric service is not restored within three (3) days after the date of disconnection, then the account shall be considered as an inactive account and the Association will mail a final bill to the Member's last known mailing address on file. The Member agrees to pay all unpaid balances owed to the Association.

#### ***Disconnection of Service When Requested***

The Association will attempt to reasonably accommodate a Member's requested date for a service disconnection during regular business hours. If the remote disconnect command fails, the Association shall create a service order to disconnect service within three (3) working days of the requested time. The Member is responsible for all charges on the account up to the time of the service disconnection.

#### ***Reconnection of Service***

The Association will send a remote reconnect command within thirty (30) minutes after a Member makes a minimum payment of \$ 35.00 and establishes a credit balance on the Prepaid Metering account. If the remote reconnect command fails, the Association will send a serviceman to manually reconnect the service. The \$ 35.00 will be applied to the Member's account balance. There are no fees associated for reconnection of service.

#### ***Termination of Prepaid Metering***

If the Member elects to convert back to the standard Residential service, a Member deposit shall be required to be paid to the Association according to the Association's Tariffs. If electric service is terminated at the request of the Member, any remaining credit balance on a Prepaid Metering account will be applied to their active account or be paid to the Member by check and mailed to the Member at the Member's last known mailing address on file.

If the Member elects to convert back to the standard Residential service, the Member may not receive service under Prepaid Metering for a minimum of twelve (12) months.