

Subject	Number	Revision	Effective Date	Approved / Date:
<b>Prepaid Metering</b>	2.52			Board 8/28/2013

I. Objective:

To define the terms and conditions of the Prepaid Metering Program (Prepay).

II. Content:

- A. Members may use the Prepay Program for their account for electric service. A credit check (and payment of a risk deposit) is required for any member leaving the Prepay Program.
- B. Participation in the Prepay Program is at the discretion of the Cooperative and requires a signed agreement. (Agreement attached).
- C. The Prepay Program may be used in lieu of an Electric Service Deposit (see Board Policy No. 2.02).
- D. Members participating in the Prepay Program shall have any "Risk Deposit" previously paid on their account, refunded. This refund shall be applied to any unpaid balance with the Cooperative. If, afterward, there is a credit balance, it shall be applied to the member's Prepay Program account.
- E. Members who have an outstanding balance with the Cooperative shall not be allowed to participate in the Prepay Program. Members who have a "medical necessity" or "outage priority" need, shall not be allowed to participate in the Prepay Program.
- F. To ensure that the member has electricity, the account shall have a positive balance. The member will begin to receive an electronic notice such as, and not limited to: text, email, or phone warning message 3-5 days before running out of power. Critical messages are given when power is expected to run out at 1-2 days. When the account no longer has a positive balance, an electronic message will be given that the electric service is disconnected.

III. Responsibilities:

The President and CEO shall oversee and administer this policy.

**Taylor Electric Cooperative**  
**AGREEMENT FOR PARTICIPATION IN PREPAY PROGRAM**

<b>Contact Information</b> <i>(Please Print)</i>	
<b>Name</b> _____	<b>Home Phone</b> _____
<b>Service Address</b> _____ _____	<b>Cell Phone</b> _____

The undersigned, (hereinafter called the "Member") hereby applies for participation in the Pre-Pay Program offered to active members of Taylor Electric Cooperative (hereinafter called the "Cooperative"), and agrees with the Cooperative to the following terms and conditions: *(Initial after each of the following statements)*

1. If a member changes any of the contact information (i.e. email address, phone number) provided on this agreement, it is the responsibility of the member to notify the Cooperative of any such changes immediately. It is the member's responsibility to manage their own communication devices. \_\_\_\_\_
2. The member shall purchase electric service from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a Pre-Pay basis for the above-referenced account. All prepaid accounts will be trued-up on a monthly basis. \_\_\_\_\_
3. The member shall pay any transfer, connect and/or other applicable fees assigned by the Cooperative as may be required to participate in the Pre-Pay Program. \_\_\_\_\_
4. Member understands that a remote disconnect/reconnect switch will be installed. Any metering that does not accept the remote disconnect is ineligible for the Pre-Pay Program. \_\_\_\_\_
5. Any deposit fee previously paid by the member to the Cooperative will be applied in full to the member's outstanding balance at the commencement of participation in the Pre-Pay Program, and any credit remaining may be applied to the member's Pre-Pay account balance *(no more than \$100 at any time)*. Under no circumstance will a refund be issued for the remaining balance while in the Pre-Pay Program. \_\_\_\_\_
6. The member shall be responsible to regularly monitor the balance on the Pre-Pay account and understands that electric service will be subject to disconnection without any notification from the Cooperative to the member once the balance of the account reaches zero (\$0.00). \_\_\_\_\_
7. Any return payment fees and/or service fees must be paid in full prior to reconnection and before any amounts are applied to the non-fee balance of the Pre-Pay account. \_\_\_\_\_
8. By signing this agreement, the member affirms there are no residents in the home currently that have medical conditions that will be impacted by loss of service. Should this status change, the member shall contact the Cooperative in writing, upon which the account will be removed from the Pre-Pay program. **WEATHER CONDITIONS WILL NOT POSTPONE DISCONNECTION OF ELECTRIC SERVICE.** \_\_\_\_\_
9. Pre-Pay accounts shall not be eligible for payment arrangements with the Cooperative and energy assistance shall not be applied until received as payment on the member's Pre-Pay account. \_\_\_\_\_
10. If a member requests to disconnect service, the member shall be refunded any credit balance on the Pre-Pay account following final billing. \_\_\_\_\_
11. Service will be reconnected only after funds have been received and posted to the Pre-Pay account. The Cooperative does not guarantee same day reconnection on disconnected accounts. \_\_\_\_\_
12. The Cooperative reserves the right to remove any member from Pre-Pay at any time, without consent or notification. The Cooperative reserves the right to modify or end this program at any time. \_\_\_\_\_

13. Landlord is notified of prepaid service and reserves the right to refuse reconnection of prepaid service once disconnected. \_\_\_\_\_
14. The Cooperative shall be held harmless from any damages due to loss of energy services, or during the reconnection of service, as a result of participating in the Pre-Pay program. \_\_\_\_\_
15. A charge of \$10 will be assessed for any after hour calls that require immediate telephone assistance from Cooperative Personnel to determine your current account balance (*Free at [www.taylorlectric.org](http://www.taylorlectric.org) & 715-678-2411*). \_\_\_\_\_
16. A charge of \$250 will be assessed for any after-hours call that requires immediate reconnection assistance resulting from anything but failed equipment (\$100 during normal business hours). \_\_\_\_\_
17. I understand that should the service be disconnected upon reaching a zero (\$0) balance, reconnection of service may take up to 2 hours after payments have been posted to my account. Once disconnected, the account must have a minimum \$30 credit balance before reconnection will occur. \_\_\_\_\_
18. I understand that my payment options include: 1-in person at the Cooperative's office during normal business hours by cash, check or money order; 2-pay online at [www.taylorlectric.org](http://www.taylorlectric.org); or, 3- by calling (855)874-5353. Any credit or debit card payments require a minimum \$30 payment. \_\_\_\_\_
19. By signing this agreement, I understand it is my responsibility to notify the property owner of my enrollment in this program. (See Condition 12). I further agree to grant my landlord permission to obtain information on my account. \_\_\_\_\_
20. I will receive notice of low balance in my account by: (*check and complete all that apply*)  
 \_\_\_\_\_ **REQUIRED-** Email account: \_\_\_\_\_ Password: \_\_\_\_\_  
 \_\_\_\_\_ Text message to phone number: \_\_\_\_\_
21. Taylor Electric Cooperative reserves the right to modify the service rules and regulations at any time without prior notification \_\_\_\_\_

I certify that I am the: \_\_\_\_\_ Owner of this property \_\_\_\_\_ Tenant at this property

If Tenant: Landlord Contact Information (name & phone): \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_ SSN: \_\_\_\_\_ DOB: \_\_\_\_\_

Jt Member Signature: \_\_\_\_\_ SSN: \_\_\_\_\_ DOB: \_\_\_\_\_

Date: \_\_\_\_\_

<b>OFFICE USE ONLY</b>	
SO Number: _____	Account No. _____
Setup Date: _____	Employee Initials _____
Cycle: _____	Sub: _____

## **Prepaid Email Message**

Dear XXXXXX,

This is to notify you that your credit account balance is running low for the prepaid electric service Account Number 5327xxx14.

As of the time this email was sent, the amount owed on your account was x.xx. In order to continue service, payment can be made through any of Taylor Electric Cooperative's standard payment methods; however, we do not recommend that you mail your payment due to the delay in receiving it.

## **Prepaid Text Message**

"This is a reminder that your Taylor Electric Co-op Pre-Paid balance is getting low. To make a payment, please call 855-874-5353 or visit [www.taylorelectric.org](http://www.taylorelectric.org)."