
Policy Bulletin No. 105

SUBJECT:

Prepay Metering

OBJECTIVES:

To provide an additional payment option for members with single-phase 240V non-current transformer (CT) rated meters. Payment must be made on a prepay basis, subject to the following qualifications.

POLICY:

The Cooperative will make available a prepayment service option for members with a single-phase service with a 240V non-CT meter. Participation in the prepayment service shall be on a volunteer basis. Participants will be required to sign and abide by the Prepay Service Agreement.

The terms and conditions outlined in the member's application for membership and/or electric service continue to apply in addition to the terms and conditions of the Prepay Service Agreement.

A remote disconnect-capable meter must be installed before beginning prepaid metering. The Cooperative will be responsible for the installation of the meter.

The member shall purchase electric energy from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a prepay basis. All charges will be prorated and deducted daily from the prepaid account balance.

Eligibility will be at the complete discretion of Lower Yellowstone Rural Electric Cooperative (LYREC). Ineligible services include but are not limited to: CT- Rated Services, Irrigation Services, Three (3) Phase Services, and Commercial Services.

The physical condition of any individual at the service address, as well as inclement weather conditions or extreme temperatures, will not delay or prevent disconnection of electric service for any prepay account.

Members opting to use the prepay meter will not be required to pay a security deposit. If an existing member chooses to convert from a traditional account to a prepay account, any deposit fee previously paid by the member to the cooperative will be applied to the member's outstanding balance. Any remaining funds, after the balance is paid in full, will be credited to the member's prepaid account balance. The member will not be mailed a monthly statement for electric usage or other applicable fees or charges.

A minimum payment of \$25.00 must be applied to establish a prepaid account.

A minimum payment of \$25.00 must be applied to the account when submitting a payment.

The member shall be responsible for monitoring the balance on their prepaid account. The member will be subject to disconnection, without any written notification from the Cooperative, once the balance of the account reaches zero (\$0.00).

Prepay accounts are not eligible for payment arrangements with the Cooperative. Energy assistance will be applied once payment is received from the assistance provider.

If the Cooperative receives a non-sufficient funds (NSF) check from the member, any payment made by the member will first be applied to cover the returned check fees before being applied to the prepay account.

The prepay process that calculates the balance and determines disconnect status will run Monday through Thursday at 8:00 a.m., excluding holidays and days the office is closed. LYREC will send notifications by e-mail and/or text message when the account balance falls below \$25.00. It is the members' responsibility to update LYREC with their contact information, such as email and cell phone number, or make the appropriate updates in SmartHub so they have a reliable way to be contacted on their account balance. LYREC is not responsible if the member does not receive notice due to outdated contact information or missed messages.

Payments may be remitted 24 hours a day by using an automated payment over the phone or online. Payments can also be made by stopping in our office during normal business hours.

Any credit balance that exists on a prepaid account at the time the account is closed shall be refunded to the member.

If the account is disconnected due to a lack of a credit balance and remains inactive for 15 days, the account will be considered closed. The member will then be ineligible for the prepay program for 12 months. The member remains responsible for all prorated charges until the member contacts the Cooperative and requests disconnection of service. A final bill for any unpaid charges will be mailed to the last known address.

A prepay account will not build any credit history. If an active prepay member wishes to discontinue prepay billing, the member may be required to pay a deposit per Policy 100, as established by the cooperative.

The Cooperative, its agents, employees or representatives are not liable for any claims, demands, losses, or damages caused in whole or in part by the members participation in the prepay service.

RESPONSIBILITY:

The CEO, CFO, Member Service Manager, and Billing Coordinator will be responsible for the provisions of this policy.