

POLICY NO. 615

PREPAID METERING



ALFALFA
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I. OBJECTIVE

To establish an additional payment option for Alfalfa Electric Cooperative members to make prepayments for electric service.

II. POLICY CONTENT

The purpose of the policy will be to establish the rules and requirements for prepaid metering accounts.

III. PROVISIONS

- A. Only residential and Single-Phase Farm and Ranch accounts will be eligible to enroll in prepaid metering.
- B. No Security Deposit Required – The prepaid metering option will not require a security deposit associated with a traditional account. Prepaid metering members are subject to all other service fees as applicable. Reference Policy No. 505 Service and Repair Charges on Member Services.
- C. Contact Information – Members enrolling in prepaid metering will be required to have access to email, and/or text messaging. If at all possible, members should enroll in SmartHub to enable them to review their account balance and hourly, daily, and monthly usage.
- D. Volunteer Basis – Enrollment in prepaid metering shall be on a volunteer basis. Participants will be required to sign a prepaid metering option agreement.
- E. When an existing member changes from the traditional billing method to prepaid metering, their existing account must be paid in full before prepaid metering commences. A security deposit, if any, will be applied toward any outstanding balance on their account and any excess will be credited to their prepaid metering balance.
- F. Disconnect Policy – Prepaid metering accounts will be disconnected any time the account has a positive balance due. Medical conditions and/or inclement weather will not postpone disconnection.
- G. Payment Policy – Members opting for prepaid metering are responsible for making prepayments. A minimum prepaid balance of \$50 is required. Minimum payments of \$10 are required at any one time to maintain a prepaid balance. Payments can be made in Alfalfa Electric Cooperative's office during normal business hours (Monday – Friday 8:00am to 5:00pm), anytime by phone (877-371-9360), by mail, in after hours depository or online at www.aec.coop. Alfalfa Electric Cooperative is not responsible for mail delivery.
- H. Fees – Prepaid metering members will not be subject to normal connect, disconnect and reconnect fees.
- I. No Monthly Bill – Prepaid metering members will not receive a monthly paper bill, but will be able to access account information online using the SmartHub App.
- J. Convert to Traditional Account – Prepaid metering members may elect to convert their account to a traditional account at any time. When converting to a traditional account, the Cooperative may require a security deposit of 1/6 of the average billing for the last 12 months (2 months average billing).

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- K. Termination of Prepaid Metering Service – Upon termination of a prepaid metering account, the member will receive a refund of any remaining prepayment balance on the account. Upon disconnect, if a balance remains owing on a prepaid metering account, the member is responsible for paying the amount due.

IV. RESPONSIBILITY

The General Manager and the Manager of Office Services shall be responsible for the administration of this policy.

Attested: s/ Julie Russell
Secretary

Policy Effective Date: March 26, 2019