
Pre-pay Metering Program

POLICY

I. OBJECTIVE & OVERVIEW:

The District will offer customers the option of prepaying for eligible monthly billed electric services. Pre-Pay is an optional “pay as you go” plan offered to PCRPPD customers which eliminates the need for a deposit, monthly bills, and late fees. Eligible customers may voluntarily choose to take service under this alternative billing and, in doing so, agree to abide by the terms and conditions of this policy. Pre-Pay customers also agree to be notified of service credit balances via electronic means and to be disconnected anytime that their service credit balance falls below the amount stated in this policy. All other requirements and charges under the appropriate rate will apply except those superseded in this policy.

II. PROVISIONS:

A. Eligibility:

The Pre-Pay plan is available to services in locations where the automatic remote service switch (RSS) communication system is operational; and where electric service is delivered through a standard 200-amp AMI meter; and the customer has a text enabled cell phone and email. Customers with budget billing or automatic bank draft are not eligible for Pre-Pay. The District reserves the authority to determine service eligibility.

B. Enrollment Agreement:

1. A customer desiring to enroll in Pre-Pay billing must have a current service agreement with the District, a current Telephone Consumer Protection Act (TCPA) form on file, and complete a Pre-Pay Program agreement.

C. Initial Fees, Credit Balance and Handling of Existing Balances/Deposits:

1. To start a Pre-Pay account, a customer must start with a \$50.00 credit balance.
2. Existing customers with billed or unbilled account balances shall pay the existing balance in full upon enrollment to Pre-Pay billing
3. Deposits that have been paid on the account will be applied initially to any existing balance, and secondly, will be credited to the customer’s Pre-Pay account credit balance.

D. Pre-Pay Account Balance Calculation:

1. Electricity usage (kWh) and prorated fixed charges (customer charge, demand charge, security light charge, taxes, etc.) will be billed and posted against the service credit balance on a daily basis.
2. If a daily meter reading is not available, an estimated meter reading will be used and trued-up in a subsequent billing. Fixed charges are billable even if the electric service is interrupted.

E. Minimum Payments and Fees:

1. The customer must pay all applicable fees and taxes as a traditionally billed customer according to the current rate for their service.
2. Customers on Pre-Pay will not be subject to late payment fees or reconnect fees as long as they maintain a service credit balance.

3. There is \$10.00 minimum amount for payments made at the District office and “no minimum” for online payments.
4. If a payment on the account does not approve to usable funds for any reason, the payment will be immediately reversed, and the applicable fee will be charged to the account, which may result in immediate disconnection.
5. A reconnection fee will be charged to Pre-Pay customers for reporting a situation that results in a serviceman being dispatched to the location unnecessarily, such as reporting an outage at the account location that has been disconnected for falling below the minimum balance or requesting a reconnection of service.

F. Member Notification, Daily Usage tracking:

1. Pre-Pay accounts require that a prepaid customer receives notifications/alerts of service credit balance via text messaging and email and waive any notice of disconnection by first class mail.
2. Pre-Pay customers are always responsible to maintain a viable means of communication and to inform PCRPPD of any changes that may prevent a notice. **The customer acknowledges that notifications may not be received for a variety of reasons and that failure to receive notifications shall not release customers from payment obligations.**
3. Pre-Pay customers will receive notifications when the service credit balance falls below their preset notification level (or the District’s default notification level of fifty dollars (\$50)).

G. Disconnection for service credit balance:

1. The customer is responsible for maintaining a minimum credit balance of twenty dollars (\$20) to maintain electric service.
2. In the event a service credit balance falls below the minimum credit balance a remote command will be sent to the meter and the service will be disconnected.
3. Disconnections are not dependent upon weather conditions, holidays or medical conditions.
4. Once a service is disconnected, daily billing will continue for the incremental fixed charges, (customer charge, security light, taxes, etc.) for up to 10 days or until the member requests to close the account.
5. In the event a service is disconnected for more than 10 days, it will be moved to an inactive status and final billed for any remaining charges through the date of disconnect. Final bills will accrue the same late fees as a traditionally billed account.

H. Reconnection:

1. In the event a service is disconnected because a minimum credit balance is not maintained the service may be reconnected by making a payment via SmartHub™, IVR or at the at the District office during normal business hours.
2. When the service credit balance is returned to an amount greater than twenty-five dollars (\$25) a reconnect command will be sent to the meter and the customer will be responsible to reset the meter. An auto connection option is available.

I. Time Extensions/Payment Arrangements:

1. Payment arrangements are generally not available for Pre-Pay accounts but may be offered with similar terms to accounts emerging from LIHEAP or medical emergency protection.
 2. Any energy assistance, regardless of assisting agency will not serve as a means of maintaining electric service until the agency has confirmed the amount to be paid.
 3. Assistance arrangements will only be applied toward accounts during normal business hours.
- J. **Disconnection of Service:** The District may disconnect service immediately and without notice for the following reasons:
1. Discovery of meter or AMI/RSS equipment tampering or diversion of current;
 2. Use of power for unlawful, unauthorized or fraudulent reasons;
 3. Discovery of an electrical condition determined by the District to be potentially dangerous and eminently hazardous to life of property of the District or the public;
- K. **Authorities:** The District shall maintain a file of executed completed pre-pay agreements and will be responsible for implementing this policy according to the procedures herein set forth.

III. RESPONSIBILITY:

The General Manager and Billing Department shall be responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS

EFFECTIVE DATE: 2/8/2019.

DATE APPROVED: 2/8/2019.

DATE REVISED: 12/9/2019.

DATE REVISED: 04/08/2022

ATTEST: *Jane Pajit*