

200.16 Payment Options

200.16.1 Pre-paid Payment Plan

The pre-paid payment option allows Members to pay for their electric use in advance. Members enrolled in this payment option agree to an automatic service disconnection when their account reaches a zero balance.

Applicability

This payment option is available to Members enrolled in Residential and Farm/Ranch with Remote Connect/Disconnect enabled meters. This payment option may not be combined with Deferred Payment Arrangements, or any other Payment Plans. Members enrolled in Time of Use, Interconnects, and Cooperative Solar rates are ineligible for the Pre-paid Payment Plan. Additionally, Members with three-phase service, participating in the Advanced Meter Opt Out Program, or listed on the critical care registry are ineligible for enrollment.

Members with an existing account balance must bring their account balance to zero or agree to a deferred payment arrangement plan for the outstanding balance prior to enrollment. For Members who qualify and agree to a payment arrangement, PEC will apply 50% of every pre-paid payment to the outstanding balance and 50% to the pre-paid account balance until the outstanding balance is paid in full.

Requirements

To qualify for this payment option, Members must (1) have an active SmartHub account or a valid phone number to receive notifications; (2) consent to receiving notifications regarding the Pre-paid Payment Plan, including electronic mail or electronic messages, phone messages or texts at any electronic mail address or phone number provided to the Cooperative; (3) agree to update contact information upon any changes to such information; and (4) have Remote Connect/Disconnect enabled meters installed at service location as of May 1, 2018, or at a later date if PEC determines it is necessary.

Plan Details

Member Agreement

Upon enrollment, Member agrees to all terms and conditions of the Pre-paid Payment Plan Member Agreement.

Initial Balance

A minimum credit balance of \$25 will be required upon enrollment in the Pre-paid Payment Plan. Existing Members may apply deposit funds towards the minimum credit balance.

Deposits

New Members enrolling in the Pre-paid Payment Plan may not be required to post an account deposit.

A Member's existing deposit will be applied to pre-paid account balance.

Notices

Members will be provided Member-controlled and system generated notices regarding their pre-paid account balance. Notices may be received via phone call, email, or text message. PEC will provide a system-generated low balance notice when the account balance reaches a \$10 threshold. Members are responsible for setting up their own Member-controlled notices via SmartHub.

Disconnections

Section 200.20 (other than disconnection during extreme weather or disconnection on weekends) will not apply to Members on the Pre-paid Payment Plan. Disconnections will take place after the zero-balance notice is sent to Members; no further notice will be provided.

Rates and Fees

Membership and establishment fees apply to those persons on the Pre-paid Payment Plan.

Service Availability Charge: As per the Residential and Farm/Ranch – eBilling Service Availability Charge (Section 100.1.1) converted to a daily rate.

Delivery Charge: As per the applicable tariff

Transmission Cost of Service: As per the applicable tariff

Base Power Cost: As per the applicable tariff

Power Cost Adjustment: As per the applicable tariff

All other fees and charges: As per the applicable tariff

Members on the Pre-Paid Payment Plan will not be subject to same day service fees, late or reconnection fees.

Payment and Reconnection

Payment can be made in person, at kiosk, by mail, by phone, or online via Smarthub.

If account balance reaches a zero balance, the account will be automatically disconnected.

Reconnection will take place once the required payment has been posted to the account. The payment must cover balances owed for services provided, amounts agreed upon in the payment arrangement, and the required minimum account balance of \$25. All acceptable forms of payment will result in reconnection. Automated payment via account draft is not available.

If service is terminated at the request of the Member or the account is disconnected for nonpayment and remains disconnected for 7 business days, the account will be settled and final billed.

Billing; Late Payment Processing Fees; Transfers of Delinquent Balances and Record Retention

Section 200.14 will not apply to Members on the Pre-paid Payment Plan (other than as to Transfers of Delinquent Balances). The Cooperative will maintain monthly billing records for each account for at least three years. The billing records will contain sufficient data to reconstruct a Member's billing for a given month. Copies of a Member's billing records may be obtained by that Member on request.

Cancellation

A Member may choose to convert their account to another payment option at any time. The payment plan may be cancelled by either the Member or the Cooperative upon notification to the other party.

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Upon cancellation, the accumulated balance of the Member's account shall become due and payable.