

Subject	Number	Revision	Effective Date	Board Approval Date:
Prepaid Metering	2.52	1	12/1/2024	11/30/2024

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 when the account credit balance is below \$30.00. 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.

Messaging:

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Prepaid Email Message

Dear XXXXXX,

Your prepaid credit balance is running low for account XXXXXXXX. At this time, your balance is \$XX.XX.

For continued service, payments can be made through the normal channels. Because this is time-sensitive we do not recommend mailing your payment.

Contact our Customer Service department at (715) 678-2411 with any questions. Thank you.

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 855-940-3954 or visit www.taylorelectric.org.