
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. The 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 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 set forth 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 on the member's meter(s) prior to beginning prepay metering. The cooperative will be responsible for 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 daily and will be deducted daily from the prepay 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 person located at the address where electric service is furnished by the cooperative and/or inclement weather conditions or temperatures will not postpone or prevent disconnection of electric service.

Members opting to use the prepay meter will not be required to pay a security deposit associated with a traditional account. When an existing member converts from a traditional account to prepay, any deposit fee previously paid by the member to the cooperative will be applied to the member's outstanding balance. At the commencement of participation in the Prepay Program any credit remaining after application of the deposit fee shall be applied to the member's prepay 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 prepay account.

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

The member shall be responsible to regularly monitor the balance on the prepay account and will be subject to disconnection without any written notification from the cooperative to the member once the balance of the account reaches zero (\$0.00).

Prepay accounts shall not be eligible for payment arrangements with the cooperative. Energy assistance will be credited to the account once payment is received from the source of the assistance.

Any member payments shall first be applied to any returned check fees before any payments are applied to the prepay account.

The prepay process to calculate the balances and determine disconnect status will run Monday through Friday at 8:00 a.m., excluding holidays and days the office is closed. LYREC will send members utilizing prepay and who provide a reliable means by which contact can be made notifications by e-mail and/or text message when the account balance falls below \$25.00. It is the members responsibility to provide contact information, update the cooperative of any changes to their contact information and make the appropriate changes in SmartHub. LYREC will not be responsible if notice is not received by the member.

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 prepay account at the time the account is closed shall be refunded to the member.

If the account is disconnected because the account does not have a credit balance and does not become current after 15 days, the account will be considered closed and will not be eligible for the prepay program for 12 months. The member is responsible for all prorated charges until the member contacts the office and requests disconnection of service. The cooperative will mail a final bill to the last known address on file for all unpaid charges.

A prepay account will not build any credit history. If an active 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 my participation in the prepay service.



**LOWER YELLOWSTONE
RURAL ELECTRIC COOPERATIVE**

Your Touchstone Energy® Cooperative 

Date Adopted: 04/21/20
Date Reviewed: 05/19/20
Date Revised: 05/19/20

RESPONSIBILITY:

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