#### **COMMONWEALTH OF KENTUCKY**

#### BEFORE THE PUBLIC SERVICE COMMISSION

#### IN THE MATTER OF:

APPLICATION OF MEADE COUNTY RURAL	)	
ELECTRIC COOPERATIVE CORPORTATION	)	CASE NO 2014-00414
FOR APPROVAL OF APREPAY METERING TARIFF	)	

#### APPLICATION

Meade County RECC, Inc ("Meade County") respectfully submits this application seeking approval of a Prepay Metering Tariff. The petition respectfully shows:

- Meade County is a nonprofit electric cooperative organized under KRS Chapter 279 and
  is engaged in the business of distributing retail electric power to member customers in
  the Kentucky counties of Meade, Breckinridge, Ohio, Hancock, Hardin and Grayson.
  Meade County serves about 28,843 member-customers and has 2,982 miles of
  distribution lines in its eight county service territory.
- 2. Meade County's mailing address is 1351 Highway 79 PO Box 489 Brandenburg, KY 40108. Meade County's email address is bmercer@mcrecc.com.
- 3. The Articles of Incorporation for Meade County are filed in Case No. 2006-00500.
- 4. This Application is for the purpose of requesting approval of a prepay metering program in accordance with the terms set forth in the proposed tariff attached as Exhibit A of this application.
- 5. The prepay metering program shall be a completely voluntary program. A copy of the "Agreement" for participation in this prepay program is attached as Exhibit B of this application.
- 6. Testimony of the Prepay Tariff and Program is filed herewith as "Exhibit C".
- 7. Meade County's Prepay Administrative Guidelines are filed herewith as "Exhibit D".
- 8. Meade County's Cost Analysis for the prepay program is filed herewith as "Exhibit E".

- 9. Meade County further requests a deviation from 807 KAR 5:006, Section 15 (f)1, which requires a written notice of service termination for non-payment, insofar as such notice would apply to their prepay metering program. It is the understanding of Meade County that such a deviation has previously been approved in PSC Case No. 2010-00210, Jackson Energy Cooperative's tariff filing for prepaid electric service, PSC Case No. 2012-0260, Blue Grass Energy's tariff filing for prepaid electric service, PSC Case No. 2011-00141, Nolin Rural Electric Cooperative, and PSC Case No. 2012-00437, Farmers Rural Electric Cooperative.
- 10. Meade County requests a deviation from 807 KAR 5:006, Section 7, which requires a paper bill to be mailed to members, for this prepay metering program only. It is the understanding of Meade County that such a deviation has previously been approved in PSC Case No. 2012-0620 (Jackson Energy Cooperative) and PSC Case No. 2012-00437 (Farmers Rural Electric Cooperative).

WHEREFORE, Meade County RECC requests that the Public Service Commission of the Commonwealth of Kentucky issue an Order authorizing Meade County the approval of this prepay metering program.

Dated at Brandenburg, Kentucky this 19th day of January, 2015.

Thomas C. Brite, Atty Brite & Hopkins PO Box 309, 83 Ballpark Rd. Hardinsburg, Kentucky 40143 tbrite@bbtel.com (270) 756-2184

Thomas C. Brite, Attorney Meade County RECC

### **VERIFICATION**

The undersigned, Burns Mercer, being first duly sworn states that he is the President and CEO of Meade County RECC; and that he has personal knowledge of the matters set forth in the foregoing application; and that the statements contained therein are true and correct to the best of his knowledge, information, and belief.

Burns Mercer, President & CEO

**Meade County RECC** 

COMMONWEALTH OF KENTUCKY )
COUNTY OF Brandenburg )

Subscribed and sworn to before me by Burns Mercer, President and CEO of Meade County RECC this  $\frac{1}{2}$  day of January, 2015.

Notary Public

My Commission Expires:

Melanie S. Raley

Notary Public, ID No. 461184

State at Large, Kentucky

My Commission Expires on 2-16-16

### **VERIFICATION**

The undersigned, Mary E. Purvis, being first duly sworn states that she is a Consultant for Meade County RECC; and that she has personal knowledge of the matters set forth in the foregoing application; and that the statements contained therein are true and correct to the best of her knowledge, information, and belief.

Mary E. Purvis, Consultant

COMMONWEATLH OF KENTUCKY	)
	)
COUNTY OF BRANDENBURY	)

Notary Public

My Commission Expires: \_\_

Melanie S. Raley
Notary Public, ID No. 461184
State at Large, Kentucky
My Commission Expires on 311-16

Exhibit A Page 1 of 4

Meade County Rural Electric Cooperative Corporation P. O. Box 489 Brandenburg, Kentucky 40108	Page  FOR All Territory Served  PSC KY NO. 45  ORIGINAL SHEET NO. Original
SCHEDULE 37 CLASSIFICATION OF SE	ERVICE
PREPAY SERV	<u>/ICE</u>
STANDARD RIDER: Meade County Rural Electric Cooperative Corporation's Pr Rate Schedule RSP – Residential and Small Power as defined	
AVAILABILITY: All Rate Schedule 1 – Residential, Farm & Non Farm, Levelized/Fixed Budget, Automatic Bank Draft, Net Meteris within the territory served by Meade County.	
DAILY RATE:	
Consumer Charge no kWh usage Energy Charge per kWh: Prepay Service Fee:	\$ 0.572 \$ 0.097665 \$ 0.3167
TERMS & CONDITIONS:  Members who qualify as defined above in "Availability" account(s) in the Prepay service and are subject to the following	·
<ol> <li>Each member electing Prepay will be subject to all of to members using the residential tariff, without the Prepay will be subject to all of</li> </ol>	
<ol><li>Members shall have internet access or the ability t texting services to participate in the voluntary Prepay</li></ol>	
3. Any member choosing to enroll in Prepay shall significant the Agreement shall remain in effect until the member cancel the Agreement.	
4. Upon written cancellation of the Agreement, the mapplicable tariff, without the Prepay rider. In accordance	
DATE OF ISSUE January 19, 2015  MONTH/DATE/YEAR	
DATE EFFECTIVE February 27, 2015  MONTH/DIFE/YEAR	
ISSUED BY SION FURE OF OFFICER	
TITLE President/CEO	

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE

COMMISSION IN CASE NO. 2014-00414 DATED\_\_\_\_\_

Exhibit	A
Page 2 of	4

		FOR All Territory Se	rved Page 2
Meade County Rural Electri	ie Cooperative Corporation	PSC KY NO	45
P. O. Box 489 Brandenburg, Kentucky 401		ORIGINAL SHEET NO	Original
SCHEDULE 37	CLASSIFICATION C	DF SERVICE	

### PREPAY SERVICE (CONTINUED)

and Regulations, this may require a security deposit to be paid by the member at the time of cancellation of the Prepay service.

- 5. The Consumer Charge and Energy Charge will be the same as Meade County's applicable residential tariff. The Energy Charge per kWh will be calculated and deducted from the member's account on a daily basis. The Consumer Charge and Prepay Service Fee will also be deducted from the member's account on a daily basis.
- 6. The Fuel Cost Adjustment and Environmental Surcharge will be charged or credited to the account daily. The Fuel Adjustment and Environmental Surcharge will be the rates in effect for the time of update.
- 7. The Prepay account will not be subject to deposits, late fees, disconnect fees, and reconnect fees.
- 8. At the time Prepay is activated for an account, the initial purchase is recommended to be a minimum of \$100.00. Purchases beyond the point of activation will be at an increment of the member's choosing, with a minimum purchase being \$25.00. Members may apply funds to their prepay account(s) by most methods as post pay and include the following: credit card, debit card, check and cash. Payment can be made via the website, phone and in person at one of Meade County's offices. Payment methods are listed on Meade County's website, www.mcrecc.com.
- 9. When an existing member selects to participate in Prepay and has a security deposit on file, the deposit and any accumulated interest will not be refunded. The deposit will be converted into a credit on the Prepay account going forward. No crediting of the deposit to the Prepay account shall occur if the deposit is needed to cover a pre-existing indebtedness by the member or the member has another account(s) which does not have a satisfactory credit history, the remaining credit will be transferred as a deposit to the unsecured account(s).
- 10. If a member who has not participated in Prepay is disconnected for non-payment, the member may request to be reconnected and enrolled in Prepay. If the member is unable to pay the account balance in full for the disconnected account, a payment plan whereby future purchases for Prepay will be split 70/30 until the old debt is retired will be established. Seventy percent (70%) of the payments will be applied to new purchases and thirty percent (30%) will be applied towards retirement of the previous balance minus any applicable deposit.

DATE OF ISSUE	January 19, 2015
	MONTH / DATE / YEAR
DATE EFFECTIVE_	February 27, 2015
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	SIGNATURE OF OFFICER
TITLE	President/CEO
BY AUTHORITY O	F ORDER OF THE PUBLIC SERVICE
COMMISSION IN CAS	E NO. 2014-00414 DATED

Exh	it	it	A
Page	3	of	4

		FOR All Territory Served		
		PSC KY NO	45	
Meade County Rural Electric Co P. O. Box 489	operative Corporation	ORIGINAL SHEET NO	Original	
Brandenburg, Kentucky 40108			•	
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SCHEDULE 37	CLASSIFICATION O	F SERVICE		

### PREPAY SERVICE (CONTINUED)

- 11. A prior member, who previously received service from Meade County and discontinued service without paying his/her final bill, (i.e. an uncollectible account/bad debt) will be required to pay the past due amount prior to establishing prepay service. If the member is unable to pay the account balance in full, a payment plan whereby future purchases for Prepay will be split 70/30 until the old debt is retired will be established. Seventy percent (70%) of the payments will be applied to new purchases and thirty percent (30%) will be applied towards retirement of the previous balance.
- 12. Once an account is enrolled in Prepay, the account will no longer be eligible for additional payment arrangements.
- 13. Financial assistance from community action or other agencies received for a Prepay account will be credited to the balance of the Prepay account upon receipt of a voucher or other supporting official documents of commitment from the agency providing assistance.
- 14. When a Prepay account reaches a balance of \$25.00, an automated message(s) will be processed and sent to the member and no written notice will be sent by mail.
- 15. If a payment on a Prepay account is returned for any reason, the account is subject to the service fee as provided in Meade County's Rules and Regulations.
- 16. Members presenting a Winder Hardship Reconnect, Certificate of Need or Medical Certificate as provided in 807 KAR 5:006, Sections 14, 15, and 16 will be removed from Prepay and the account will return to the status of a post-pay account.
- 17. A monthly paper bill will not be mailed to a member who elects to participate in Prepay. The member may view their Prepay account status on Meade County's website. Based on the Prepay notification system, the account should not be eligible for past-due status, therefore; a delinquent notice will not be processed or mailed.
- 18. A Prepay account will be disconnected if the balance of the account becomes negative. The account will be disconnected regardless of weather/temperature as the member is responsible for ensuring that the Prepay account is adequately funded. Meade County discourages participation in the Prepay program if the member cannot ensure proper funding.

DATE OF ISSUE	January 19, 2015
	MONTH / DATE / YEAR
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ISSUED BY	SIGNATURE OF OFFICER
TITLE	President/CEO
BY AUTHORITY (	OF ORDER OF THE PUBLIC SERVICE
COMMISSION IN CAS	SE NO. <u>2014-00414</u> DATED

Exhibit A Page 4 of 4

		FOR All Territory Served	
		PSC KY NO	45
Meade County Rural Electric P. O. Box 489	Cooperative Corporation	ORIGINAL SHEET NO	o. Original
Brandenburg, Kentucky 4010	08		-
CCHEDIU E 27	OI ACCIDICATION C	AE CEDIVICE	
SCHEDULE 37	CLASSIFICATION C	or service	

### PREPAY SERVICE (CONTINUED)

- 19. If a Prepay account is disconnected due to lack of funds or any other reason, Meade County shall be held harmless for any damages due to loss of energy service. Likewise, if the account is disconnected and the member applied funds to the Prepay account thus causing the account to be reconnected, the member accepts full responsibility for any damages to the location caused by the account being reconnected and holds the Cooperative harmless from any damages arising from such a reconnection.
- 20. Prepay accounts will be billed daily with a month-end billing being processed to finalize any applicable miscellaneous fees such as billing contracts, WinterCare, etc.
- 21. If a request is made to disconnect the service at a Prepay account, any remaining balance will be transferred to other active accounts, if applicable, or refunded in form of check.
- 22. Should damage occur to the equipment as a result of malice or neglect by the member, the member shall be billed for the replacement cost of the equipment.
- 23. Members may check the status of a Prepay account by utilizing Meade County's website or by calling the office at any time.
- 24. The member shall pay any fees as applicable by the Cooperative bylaws and the Cooperative Rules and Regulations as approved by the Kentucky Public Service Commission and as may be required for the member to participate in the Prepay electric service program.

DATE OF ISSUE	January 19, 2015
	MONTH / DATE / YEAR
DATE EFFECTIVE	February 27, 2015
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ISSUED BY A	m Veul
	SIGNATURE OF OFFICER
TITLE	President/CEO
BY AUTHORITY (	OF ORDER OF THE PUBLIC SERVICE
COMMISSION IN CAS	SE NO. 2014-00414 DATED

### MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION AGREEMENT FOR PREPAY SERVICE

Member Name	Home Phone
Account No.	Cell Phone
Service Address	Cell Carrier
	E-mail

The undersigned (hereinafter called the "member") hereby applies for participation in the voluntary Prepay service offered to members of Meade County Rural Electric Cooperative Corporation. (hereinafter called the "Cooperative"), and agrees to the following terms and conditions:

- 1. 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 for the above referenced account.
- 2. The member understands that the terms and conditions set forth in the member's Application for Membership continue to apply in addition to the terms and conditions of this Agreement for Prepay Service, subject, however, to any changes set forth in this agreement.
- 3. The member shall pay any fees as applicable by the Cooperative bylaws and the Cooperative Rules and Regulations as approved by the Kentucky Public Service Commission and as may be required for the member to participate in the Prepay electric service program.
- 4. Any deposit on the above referenced account will be applied to the final billing for the post-pay account before the account changes to Prepay service. Any credit remaining on the account will be applied to the Prepay account. However, if the member has another account(s) which does not have a satisfactory credit history, the remaining credit will be transferred as a deposit to the unsecured account(s). The deposit will only be refunded by applying it to the member's account(s) as described above.
- 5. Those members participating in Prepay service will not be mailed a monthly paper bill for electric usage or other applicable fees or charges. Account information may be obtained from the web portal or by contacting the office.
- 6. The member shall pay a daily program fee and a daily consumer customer charge. This amount will be in addition to the charges included for the fuel cost adjustment and environmental surcharge rates which will be charged or credited to the account based upon the effective rates. The effective rates of the fuel adjustment and environmental surcharge will be the rates in effect when kWh's are used.
- 7. During any interruption, outage and/or disconnections, the customer charge, Prepay fee and any security light charges will continue to accrue.
- 8. If a member changes any of the contact information (i.e. e-mail address, phone number, etc.) provided on this agreement, it is the responsibility of the member to notify the Cooperative of any such changes immediately. It is the member's responsibility to manage their own communication devices.
- 9. When the amount of funds remaining on a Prepay account reaches the established threshold of \$25.00, an automated message will be sent to the member rather than a traditional, written notice sent by U.S. Mail. The Cooperative shall not be responsible for any failure of the member to receive the automated message for any reason(s).
- 10. The member shall be responsible for regularly monitoring the balance on the Prepay account and understands that the electric service will be subject to disconnection without any written, verbal or other method of notification from the Cooperative to the member once the balance of the account reaches a negative balance. If the member cannot ensure proper funding, the Cooperative recommends the member not utilize the Prepay service.
- 11. Budget billing, automatic draft, net metering, and three-phase accounts are not eligible for Prepay service.
- 12. Should the member have a payment returned for any reason, the returned payment will be charged to the Prepay account. The member's account shall also be charged a return payment fee as referenced in the Cooperative's PSC approved Rules and Regulations in addition to the returned payment amount. If there are not sufficient funds to cover the returned item and fee, the account will be disconnected immediately.
- 13. If a Prepay account is disconnected due to lack of funds or any other reason, the Cooperative shall be held harmless for any damages due to loss of energy service. Likewise, if the account is disconnected and the member applied funds to the Prepay account thus causing the account to be reconnected, the member accepts full responsibility for

- any damages to the location caused by the account being reconnected and holds the Cooperative harmless from any damages arising from such a reconnection.
- 14. By signing this agreement, the member affirms there are no residents in the home that currently have medical conditions that will be impacted by loss of service. Should this status change, the member shall contact the Cooperative in writing, at which time the account will be removed from Prepay service. It is the responsibility of the member to confirm the Cooperative is in receipt of the written request for removal from Prepay service.
- 15. A Prepay account will be disconnected if the balance of the account becomes negative. The account will be disconnected regardless of weather or temperature as the member is responsible for ensuring that the Prepay account is adequately funded.
- 16. Financial assistance from community action or other agencies received for a Prepay account will be credited to the balance of the Prepay account upon receipt of a voucher or other supporting official documents of commitment from the agency providing assistance.
- 17. If a member on a Prepay account presents a Certificate of Need, a Medical Certificate or qualifies for a Winter Hardship Reconnect, the member shall be required to transfer to a post-pay service account.
- 18. The member authorizes the Cooperative to transfer the unpaid balance of \$\_\_\_\_\_\_ from the member's post-pay account to the Prepay service account. The member also authorizes the kWh used since the last bill date until the meter is changed to Prepay service to be calculated and transferred to the Prepay account. The member further agrees that thirty percent (30%) of any future purchases for funding the Prepay account shall be applied to the balance until said balance is paid in full. Any fees/penalties (returned payment, meter tampering, etc.) shall be paid before any purchases for funding is applied to the member's Prepay account.
- 19. For a prior member who previously received service from the Cooperative and discontinued service without paying his/her final bill, (i.e. an uncollectable account/bad debt), the member agrees that if the uncollectable account/bad debt is not paid in full upon enrolling in the Prepay Program, thirty (30%) of any payments made on this account in the future shall be applied to the balance until said uncollectable account/bad debt is paid in full. The member authorizes the Cooperative to transfer the uncollectable account/bad debt balance of \$\_\_\_\_\_\_\_ to the Prepay Account.
- 20. A Prepay account shall not be eligible for future payment plan arrangements.
- 21. If a member wishes to disconnect service, the member shall be refunded any balance on the Prepay account. Any refund will be processed in the same manner as a post-pay account refund.
- 22. The member, by signing this agreement, confirms the ability to receive electronic communications which is required to be eligible for the Prepay service.
- 23. The Prepay agreement shall be in effect for (1) year. After one year, the member may elect to opt out of the Prepay program by submitting a request for cancelation to the Cooperative in writing. If Prepay service is ended, the member must meet the requirements of a post-pay account for continued service.
- 24. Members may apply funds to a Prepay account by most payment methods available for post-pay service and provided on the Cooperative's website at: www.mcrecc.com
- 25. The undersigned agrees that Cooperative personnel has comprehensively explained this Prepay program and have fully informed the member of all aspects of the program.

Member Signature:	SSN:	Date:
Member Signature:	SSN:	Date:
CSR Signature:	Date:	
Preferred Method of notification is (please check	one):   E-Mail   Text	
	OFFICE USE ONLY	
	OFFICE USE ONLI	· · · · · · · · · · · · · · · · · · ·
SO Number	75 Y 11 1	
SO Number Customer NO.	Date Installed	

### COMMONWEALTH OF KENTUCKY

### BEFORE THE PUBLIC SERVICE COMMISSION

### IN THE MATTER OF:

# THE APPLICATION OF MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION FOR APPROVAL OF A PREPAY METERING PROGRAM TARIFF PSC CASE NO 2014-000414

### PREPARED TESTIMONY OF MARY ELIZABETH PURVIS

- Q1: State your name and business address.
- A1: I am Mary Elizabeth Purvis and my business address is 4004 Port Royal Drive Richmond, KY 40475
- Q2: What has been your role in this tariff?
- A2: My role in this application has been to develop the tariff and the rates proposed in the tariff and to advise in the overall development of this filing and the overall program.
- Q3: What is your professional experience in the area of electric utility rate making?
- A3: I am employed by Jim Adkins Consulting (JAC) to assist in utility rate cost of service studies, rate design, revenue requirement determination, financial forecasting, regulatory affairs and other matters pertaining to electric cooperatives. I am also an Instructor of Economics and Mathematics.
- Q4: What is your educational background?
- A4: I received two Bachelor's Degrees in Economics and Mathematics from Centre College.

  I also possess a Master's Degree in Economics from the University of Georgia and a

  Master's Degree in Business Administration from Morehead State University.
- Q5: Have you ever appeared as a witness before this Commission?
- A5: Yes, I have appeared as a witness before this Commission.

- Q6: What is the basis for the rates contained in the proposed tariff?
- A6: The basis for the rates found in this tariff is an estimate of the annual expenses for this program. They were calculated similarly to how the rates were calculated for previous prepay filings, specifically in PSC Case No. 2012-00260 for Bluegrass Energy and PSC Case No. 2014-00256 for Licking Valley Electric.
- Q7: How many members did Meade County Rural Electric Cooperative Corporation (MCRECC) use to estimate participation in developing the rates contained in the proposed tariff?
- A7: MCRECC is estimating that 865 members will use the program. This number was calculated similarly to how Licking Valley calculated theirs in that 865 represents approximately three percent of its members. The timeframe for obtaining this number of participants cannot be determined at the present time.
- Q8: Please explain how the Prepay Tariff Program works.
- A8: MCRECC customer information system (CIS) and automated metering infrastructure (AMI) software are multi-speak compliant and interface seamlessly. The interface allows the member to make a payment to their electric account through most methods used by post pay members as listed on MCRECC's website. The amount deposited is then available for viewing on the web portal. Prepay accounts will be billed electronically at least once a day to show the remaining funds on the account. This daily balance is available for the member to view on the web portal. When the amount of funds remaining on a prepay account reaches the established threshold of \$25, an automated message will be sent to the member through texting and/or email alerting the member. The member then deposits more into the account. If the account balance becomes negative, service will be disconnected. Once a payment is made, service will be reconnected. Service disconnection and reconnection will be automatic with the installation of an AMI meter equipped with a disconnect feature. This meter interfaces with the AMI system and is remotely activated with a reconnect if an amount is applied to the account or disconnected when the account balance becomes negative.

- Q9: Please discuss the computation of the proposed rates.
- A9: Below provides the basis and the computation of the proposed rates followed by an explanation:
  - Table A: The Investment per Member (assuming 865 participants)
     This calculates the cost of the prepay metering.
    - The equipment cost is the cost of the software and hardware divided by the number of estimated participants.
    - An amount of \$190.22 represents the additional cost associated with the prepay meter.
    - Installation costs are the labor costs of setting up and installing the prepay metering and disconnect device or collar.
    - o Total investment per member or direct investment is \$238.72.

TABLE A

<b>Equipment Costs</b>		Per Member
Software (*)		
Prepay Software	\$18,700.00	\$21.62
Hardware		
New Disconnect AMI Meter	\$238.25	\$238.25
Less Old Meter Cost	\$ 48.03	\$ 48.03
Cost of Disconnect Meter		\$190.22
Installation Costs		
CSR Set Up		
Labor – 15 min	\$20.18/hour	\$5.05
Benefits	54.0%	\$2.72
Field Service Representative		
Labor – 30 min	\$22.62	\$11.31
Benefits	69.0%	\$7.80
Investment Per Member		\$238.72

### • Table B: Annual Expenses

Annual expenses are calculated off the investment per member in Exhibit A.

- o Depreciation of AMR meters at 15 yrs
- o Interest expense of 4.52 percent based on the current CFRC 15 year rate

 Operations and Maintenance (O&M) expenses are 20 percent for the software and 10 percent for the hardware. These O&M expenses are based on the Licking Valley, Jackson Energy, and Blue Grass Energy filings.

**TABLE B** 

<b>Annual Expenses</b>		Internet Only Per Customer
Depreciation	15 year life	\$15.91
Interest & Margins	2.26%*2	\$10.79
O & M		
Software	20%	4.32
Hardware	10%	\$19.02
Total Annual Expenses		\$50.05
Total Monthly Expenses		\$4.17

- Table C: Monthly Expense per member
  - o The monthly expenses are calculated to be 4.17 per member.
  - o Software support is a monthly fee of \$580.00 or \$0.67 per member.
  - o Communication fees via text or email are calculated at \$0.04 each. There is an average of four notices per month for a total of \$0.16.
  - o For the Cooperatives that have implemented prepay programs, their experience indicates that a typical participant makes four payment transactions per month. Instead of separate transaction fees, the cost will be imbedded in the prepay costs with one transaction being complementary. Other prepay programs such as Owen Electric in PSC Case No. 2013-00403 and Blue Grass Energy in PSC Case No. 2012-00260 also have transaction fees bundled in the monthly costs. MCRECC is charging \$1.50 per transaction, for a total of \$4.50.
  - o Total monthly rate per participant is proposed to be \$9.50, which is less than the estimated cost per month which is \$9.50.

**TABLE C** 

Monthly Expenses		Internet Only Per Customer
Expenses Per Member		\$4.17
Monthly Software Support	\$580 / month	\$0.67
Communication Fees	4 notices at \$0.04 each	\$0.16
Transaction Fees	4 w/ one free @ \$1.50	\$4.50
Monthly Expenses per Member		\$9.50
Recommendation		\$9.50

Q10: Is there a separate transaction fee proposed in this tariff?

A10: No, the transaction fee is embedded in the proposed monthly fee as reflected in Table C. The proposed transaction fee is for each time a participant makes a deposit into their account. The proposed rate on these transactions is \$1.50 per transaction as illustrated in Table D. The purpose of this transaction fee is to assist in the recovery of the costs of processing these transactions and to also encourage consumers to make as large a prepayment as feasible. The development of the costs estimate is based on PSC Case No. 2012-00260 for Blue Grass Energy and PSC Case No. 2013-00403 for Owen Electric. It is calculated by finding the average cost for one CSR to make a transaction that on average lasts three minutes.

**TABLE D** 

Transaction Fee Expenses		
One CSR will average 3		
minutes per transaction		
Labor –	\$20.18/hour	\$20.18
Benefits	54.0%	\$10.90
		\$31.08
Number of Transactions per Hour		20
		\$1.55
Cost per Transaction		
Recommended Cost per Transaction		\$1.50

- Q11: Does MCRECC's software offer a separate transaction fee feature?
- A11: Yes, SEDC does offer this option, but MCRECC prefers to keep the fee simple and not unbundle this fee.
- Q12: Please discuss the proposed AMI meter equipped with the disconnect feature and how it differs from a disconnect collar coupled with a meter used in other prepay programs.
- A12: Individual disconnect collars are not available and are only sold embedded in the meter. MCRECC will install a new meter that has a disconnect device embedded within the meter. MCRECC's incremental cost of the AMI meter with the disconnect device is \$190.22. Please see the table below for these calculations. Please see Exhibit C-1 for meter information.

	Meter equi	pped with
	internal disco	nnect device
	Post Pay	Prepay
AMI meter (regular)	\$48.03	
AMI meter w/ disconnect feature		\$238.25
Incremental Cost		\$190.22

- Q13: Who is eligible?
- A13: Rate Schedule 1 Residential, Farm & Non Farm Schools and Churches accounts within the territory serviced by the Cooperative are eligible except the following:
  - Accounts on Levelized/Fixed Budget Billing
  - Accounts on Automatic Bank Draft
  - Accounts on Net Metering
  - Accounts with Ancillary Services
  - Three phase accounts
  - Medical Certificate
- Q14: Please explain in more detail the balance monitoring and balance alerts for the Prepay Program.

A14: The member shall be responsible for regularly monitoring the balance on the Prepay account. The account will be adjusted daily and will be available for viewing on the internet usage webpage or by calling the automated customer service. Updates will occur once daily. When the amount of funds remaining on the Prepay account reaches the established threshold of \$25, an automated message will be sent to the member. An established threshold amount was chosen because it is a uniformed amount across the program for all users. The amount of \$25 was determined to be the cost of an average of four days' estimated usage. A monthly paper bill will not be mailed to members who receive prepay service nor will a delinquent notice be mailed on prepay accounts.

Q15: Please provide a screen print of all screens available on the computers of participants in the prepay program.

A15: Please see Exhibit C-2 for an example.

Q16: Please provide an example of an automated text and e-mail.

A16: A sample automated text is as follows:

PLEASE NOTE YOUR CREDIT BALANCE IS \$25.00 FOR YOUR MEADE COUNTY RECC PREPAID SERVICE ON ACCOUNT NUMBER 123-4567.

Q17: Please provide a summary of the meter utilized.

Q17: Please see Exhibit C-3.

Q18: When do disconnects occur?

A18: A prepay account will be disconnected if the balance of the account reaches a negative balance. The account will be disconnected regardless of weather/temperature as the member is responsible for ensuring that the prepay account is adequately funded. Service the weekend. If the balance becomes negative over a weekend, service will continue until the following Monday. If the following Monday is a holiday, the service will be disconnected at the following normal work day. If the account balance becomes negative on a holiday, service will continue until the following normal work day.

- Q19: How will communication be impacted during major outage situations?
- A19: The two-way communication will not be available during power outages. This means that the automatic reconnect or disconnect function will not operate without power.

  During major outage situations, the automatic disconnect function of prepay program will be suspended until MCRECC has restored power to all customers.
- Q20: In special circumstances in which the tariff is not working for the member, will exceptions be made so that the member can return to the standard residential tariff?
- A20: Yes based on individual circumstances. No charge will be assessed however a deposit may be required based on MCRECC's Rules and Regulations.
- Q21: Who is not eligible for the prepay program?
- A21: All voluntary prepay accounts will not be eligible for a Winter Hardship Reconnect,
  Certificate of Need, or Medical Certificate as outlined in 807 KAR 5:006, Sections 14, 15
  and 16. If a member on a prepay account presents a Certificate of Need, a Medical
  Certificate or qualifies for a Winter Hardship Reconnect, the member will be required to
  transfer to a post pay account.
- Q22: Can an in-home display (IHD) be part of this program?
- A22: At this time, MCRECC is not utilizing an IHD. If MCRECC sees a demand for the IHD, MCRECC will investigate the IHD alternative.
- Q22: Are there any exceptions to the rule of disconnecting service if the account balance becomes negative during periods of extreme temperatures?
- A22: Weather extremes will be considered on a case by case basis. MCRECC is very proactive in assisting its members during times of financial needs. Prepay members will be directed to hardship programs and worked with like other residential tariffs. However, those who have frequent hardships will be encouraged not to participate in the prepay program.
- Q23: What are the benefits of the Prepay program?

A23: There are several benefits associated with the prepay program. The first is that members will have an additional choice which leads to a higher satisfaction level. Another benefit is that prepay is an option that does not require a deposit, which also leads to greater satisfaction with the cooperative. In addition, there is a conservation benefit. This helps to reduce the carbon footprint and supports the demand side management initiatives of MCRECC. Finally the program will allow MCRECC to lower expenses by reducing operating costs associated with connect/disconnect trips, write-offs and delinquent debt. The exact savings associated with these benefits cannot be determined at this time due to the uncertainty of the timeframe of obtaining 865 members on the prepay program.

Q24: How will prepay be promoted?

A24: MCRECC will utilize a variety of communication mediums to promote the prepay program to its membership. The prepay program will be promoted via the Cooperative's newsletter and other print advertising, website (www.mcrecc.com), social media, a phone application, promotional banners used in its offices and drive-thru windows, and via one-on-one member consultations with customer service representatives. MCRECC's member education plan will focus on the expanded benefits the voluntary prepay program affords it members. These benefits include:

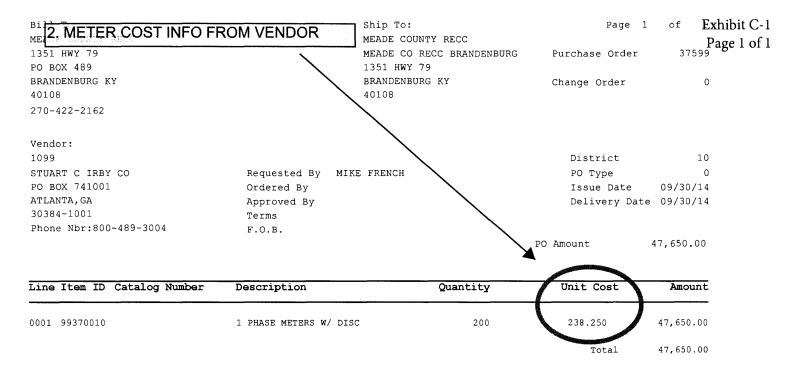
- Expanded member choice for personal budgeting (gives members expanded options in when they pay and how much they pay)
- Avoid potential deposits
- Avoid potential late payment, disconnect and reconnect fees
- DSM conservation (as members become more aware of their usage they have the opportunity to adjust accordingly)

Q25: Is there any grant money used for this Prepay Program?

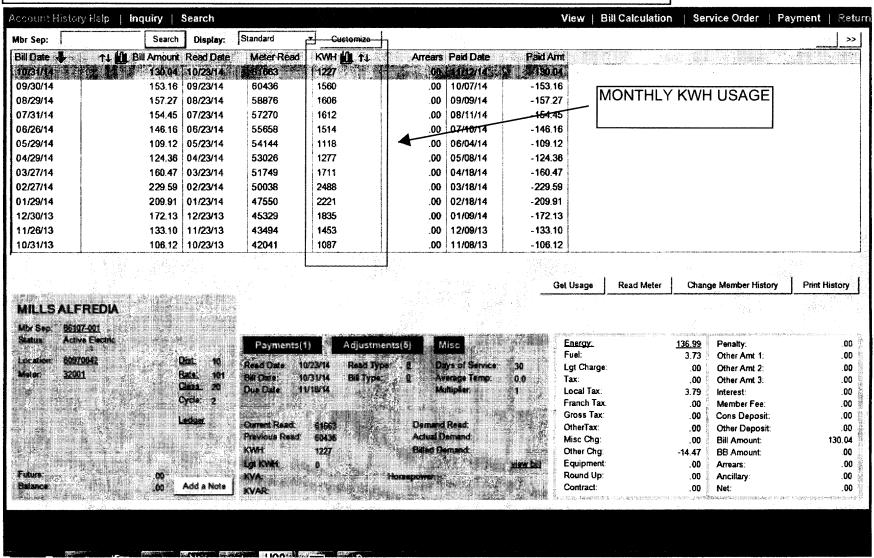
A25: No.

Q26: Does this conclude your testimony?

A26: Yes, this concludes my testimony.



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### FOCUS AX

E330 FOCUS AX • E350 FOCUS AX-SD Single Phase • E330 FOCUS AX Polyphase

## The FOCUS family of meters featuring advanced residential metering and light commercial applications.

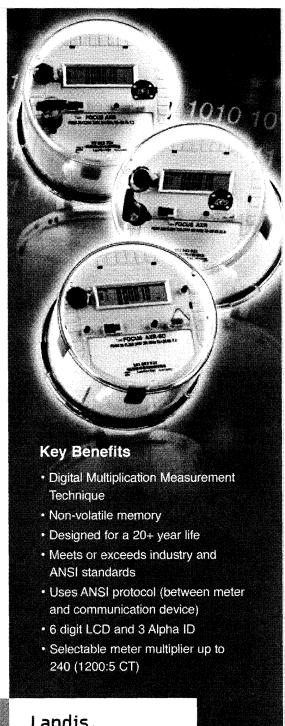
The FOCUS® AX platform features a single circuit board design, mounted at the front of the meter, allows room for modular advanced metering communications or a KYZ option output board. Fewer parts and connectors throughout the board design increase reliability and contribute to better overall end point performance. Highly accurate load performance and the use of a field-proven Digital Multiplication Measurement Technique ensure reliability and dependability during the entire life of the FOCUS AX meter.

### The Next Generation of Advanced Residential Metering

The FOCUS AX-SD is an advanced meter platform with features that rival any meter in its class. With available service disconnect integrated into the meter base, utilities can take advantage of the 200 Amp relay to disconnect power or limit service remotely using an advanced metering technology or manually at the meter. The combinations of FOCUS Service Disconnect base module and powerful AX register provides a flexible system that supports a variety of connect/disconnect and service-limiting applications.

### **Economical and Reliable Option for Light Commercial Applications**

The FOCUS AX Polyphase meter provides a cost-efficient alternative for light commercial metering applications that do not require all of the functionally of the S4e meter. The FOCUS AX Polyphase meter contains a 120V to 277V auto-ranging power supply suitable for both 277/480V, 4W, WYE and 240/480V 4-wire Delta Services. As an addition to the FOCUS family of meters, the AX Polyphase brings the same proven solid-state performance utilities have come to expect from FOCUS meters, in an economical and AMI-ready platform for commercial and industrial applications.



Landis | Gyr | manage energy better

www.landisgyr.com 765.742.1001

### Specifications

General Specifications	Active Energy "kWh-kW" m	eter
	Digital Multiplication Measu	
	Non-Volatile Memory	
	Designed for 20+ years life	
	Meets ANSI standards for p	performance
	Utilizes ANSI protocol (betw	
	9 digit LCD	
		grammable (factory or end user)
	\$	does not have to be removed or optional ANSI C12.18
	optical port available	1999 Het Have to be followed at optional 7 their 6 12.10
Operating Temperature	-40C to +85C under cover	
Operating Voltage	80% to 115% of Vn	
Frequency	60Hz +/- 5%	
Humidity	5% to 95% relative humidity	y, non condensing
Voltage Burden	≤ 1.9W Max	
Load Performance Accuracy	Accuracy Class 0.5% - typi	cal accuracy 0.2%
•	Exception: Form 36S 0.5%	
Display Options	Energy Metrics: +kWh, -kW	h, Net kWh, and added kWh (Security)
	provided the second sec	at - 4x1, 4x10, 5x1, 5x10, 6x1 or 6x10
	Time of Use and Demand B	***************************************
AMI Platform	Modular or Integrated	
Selectable Meter Multiplier	Up to 4096 as result of PT r	ratio * CT ratio
Applicable Standards	ANSI C12.1 for electric met	
	ANSI C12.10 for physical as	spects of watt hour meters
	)	ifications for ANSI Type 2 Optical Port
	ANSI C12.19 Utility Industry	
		meters, 0.2 and 0.5 accuracy classes
	<u> </u>	specifications for approval of type of electricity meters
Service Disconnect		ed current (disconnect/connect)
Landis+Gyr Communication	FOCUS AX Single Phase	2 Way Gridstream RF
	<b>.</b>	2 Way Gridstream PLC
	FOCUS AX-SD	2 Way Gridstream RF
		2 Way Gridstream PLC
	FOCUS AX Polyphase	2 Way Gridstream RF
Third Party Communication	FOCUS AX Single Phase	Aclara STAR Network - RF
Time Facty Communication	. GGGG, Dr. Ginigie i maee	Aclara TWACS Technology - PLC
		Sensus 2 Way RF Flex Net
		Silver Spring 2 Way RF Mesh
		Trilliant 2 Way SecureMesh
	FOCUS AX-SD	Aclara STAR Network – RF
	1 0000 70-01	Aclara TWACS Technology – PLC
		Sensus Flex Net
		Silver Spring Network 2 Way RF Mesh
	FOOLIS AV Dabrahaan	Trilliant 2 Way SecureMesh
	FOCUS AX Polyphase	Aclara STAR Network – RF
		Aclara TWACS Technology – PLC
		Metrum CDMA/1xRTT and GSM/GPRS under glass
		Sensus Flex Net
		Silver Spring 2 Way RF Mesh
		Trilliant 2 Way SecureMesh

### The FOCUS AX Single-phase meter is available in the following forms:

Form	Nominal Voltage	Current Class	Test Amps	Starting Load	Kh
1S	120V	CL 100	15.0	0.030 Amp (3.6W)	1.8
1S	240V	CL 200	30.0	0.050 Amp (12W)	7.2
28	240V	CL 200	30.0 / 50.0	0.050 Amp (12W)	7.2
2SE	240V	CL 320	30.0 / 50.0	0.080 Amp (19.2W)	12.0
2K	240V	CL 480	30.0 / 50.0	0.120 Amp (28.8W)	14.4
3S	120V	CL 10 or 20	2.5	0.005 Amp (0.6W)	0.3
38	240V	CL 10 or 20	2.5	0.005 Amp (0.6W)	0.6
4S	240V	CL 10 or 20	2.5	0.005 Amp (0.6W)	0.6

### The FOCUS AX Service Disconnect meter is available in the following forms:

Form	Nominal Voltage	Current Class	Test Amps	Starting Load	Kh
1S	120V	CL 100	15.0	0.030 Amp (3.6W)	1.8
2S	240V	CL 200	30.0/50.0	0.050 Amp (12W)	7.2
12S	120V	CL 200	30.0/50.0	0.050 Amp (12W)	14.4
25\$	120V	CL 200	30.0 / 50.0	0.050 Amp (12W)	14.4

### The FOCUS AX Polyphase meter is available in the following forms:

Form	Nominal Voltage	Current Class	Test Amps	Starting Load	Kh
9S/8S	120V – 277V	CL 20	2.5	0.005 Amp (0.6W)	1.8
12S	120V – 277V	CL 200	30.0/50.0	0.050 Amp (12W)	14.4
12SE	120V – 277V	CL 320	50.0	0.080 Amp (19.2W)	14.4
16S	120V – 277V	CL 200	30.0/50.0	0.050 Amp (12W)	21.6
16SE	120V – 277V	CL 320	50.0	0.080 Amp (19.2W)	21.6
258	120V – 277V	CL 200	30.0/50.0	0.050 Amp (12W)	14.4
25SE	120V – 277V	CL 320	50.0	0.080 Amp (19.2W)	14.4
36S (6S)	120V – 277V	CL 20	2.5	0.005 Amp (0.6W)	1.8
45S (5S)	120V – 277V	CL 20	2.5	0.005 Amp (0.6W)	1.2

### FOCUS Single Phase/Polyphase:

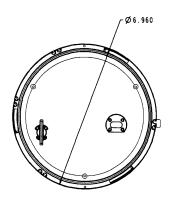
	Net	Single Pack	Single Pack	Four Pack	Four Pack	Pallet	Pallet
Form	Lbs.	Weight	Dimensions	Weight	Dimensions	Weight	Dimensions
1S	1.8	2.7 lbs.	8 3/4" x 8 3/4" x 9"	9.5 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
2S(E)	1.9	2.8 lbs.	8 3/4" x 8 3/4" x 9"	9.6 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
2K	3.35	5.5 lbs.	12 9/16" x 12 9/16" x 9"	N/A	15 1/2" x 7" x 15 1/2"	195 lbs.*	31" x 46" x 37"
38	1.8	2.7 lbs.	8 3/4" x 8 3/4" x 9"	9.5 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
<b>4</b> S	1.9	2.8 lbs.	8 3/4" x 8 3/4" x 9"	9.6 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
5S/45S	1.8	2.7 lbs.	8 3/4" x 8 3/4" x 9"	9.5 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
6S/36S	1.8	2.7 lbs.	8 3/4" x 8 3/4" x 9"	9.5 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
8S/9S	1.8	2.7 lbs.	8 3/4" x 8 3/4" x 9"	9.5 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
12S(E)	2.0	2.9 lbs.	8 3/4" x 8 3/4" x 9"	10.3 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
16S(E)	1.9	2.8 lbs.	8 3/4" x 8 3/4" x 9"	9.6 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.	31" x 46" x 37"
25S(E)	2.0	2.9 lbs.	8 3/4" x 8 3/4" x 9"	10.3 lbs.	15 1/2" x 7" x 15 1/2"	350 lbs.*	31" x 46" x 37"

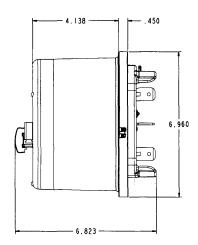
Standard pallet size of 96 meters \* Denotes alternate pallet size of 30 meters

### **FOCUS AX-SD:**

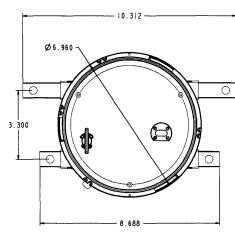
	Net	Single Pack	Single Pack	Four Pack	Four Pack	Pallet	Pallet
Form	Lbs.	Weight	Dimensions	Weight	Dimensions	Weight	Dimensions
1S	2.04	2.94 lbs.	8 3/4" x 8 3/4" x 9"	10.31 lbs.	15 1/2" x 7" x 15 1/2"	370 lbs.	31" x 46" x 37"
2S	2.04	2.94 lbs.	8 3/4" x 8 3/4" x 9"	10.31 lbs.	15 1/2" x 7" x 15 1/2"	370 lbs.	31" x 46" x 37"
12S	2.04	2.94 lbs.	8 3/4" x 8 3/4" x 9"	10.31 lbs.	15 1/2" x 7" x 15 1/2"	370 lbs.	31" x 46" x 37"
25S	2.04	2.94 lbs.	8 3/4" x 8 3/4" x 9"	10.31 lbs.	15 1/2" x 7" x 15 1/2"	370 lbs.	31" x 46" x 37"

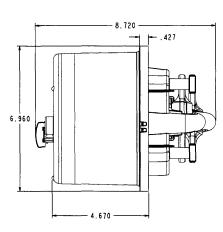
FOCUS AX S-Base



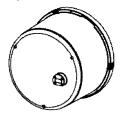


FOCUS AX K-Base

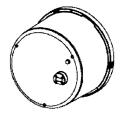




**Cover Options** 



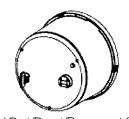
Optical Port Only



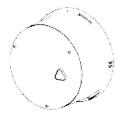
Optical Port/Reconnect Only



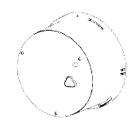
Optical Port/Reset (No Options)



Optical Port/Reset/Reconnect Switch

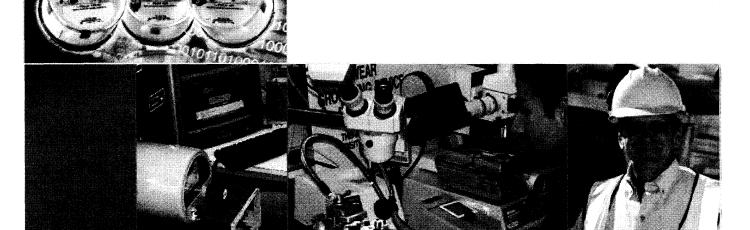


Configuration Port Only



Configuration Port/Reconnect Only

**FOCUS AX** 



With focus on customer satisfaction, we are committed to providing the best metering solution in terms of capability, technology and affordability. By utilizing our experience and technology with that of our strategic allies and development partners, we provide metering solutions that cover the range of utilities' residential and light commercial metering needs.

Landis |Gyr |manage energy better

> 2800 Duncan Road Lafayette, IN 47904 U.S.A Phone: **765.742.1001** Tech Support: **800.777.2774** FAX: **765.429.0936** www.landisgyr.com

### Meade county Rural Electric Cooperative Corporation Administrative Guidelines Prepay Metering Program December, 2014

### **Objectives:**

The objectives of Meade County Rural Electric Cooperative Corporations (Meade County) Prepay Service Program ("Prepay") are:

- 1. To create a member-friendly, voluntary and alternative option for the purchase of electric energy
- 2. To have a tariff option which allows members, by choice, to have technology available to assist in managing energy and energy purchased
- 3. To promote a tariff that will improve the over-all financial stability of Meade County
- 4. To make the program available to the general residential membership
- 5. To promote energy efficiency

### The Tariff Document:

The tariff will be written as a rider to be attached to any approved Meade County's Rate Schedule 1 (Residential, Farm & Non Farm, Schools & Churches) designed for the purpose of purchasing electric energy. The tariff rider may include in addition to the customer charge and energy charge, a monthly program fee.

### **Contracts/Agreements:**

Each member selecting the Prepay option will be subject to all other applicable rules and regulations which apply to members selecting the post-pay service option. Each member will be required to pay a membership fee and be entitled to all available benefits with the exceptions of the specifically stated payment options.

Each member selecting the Prepay service option must sign a Prepay Service Agreement ("Agreement").

The Agreement will be for a minimum length of 12 months. However, at any time after the 12 month minimum has passed a member may request to revert back to a traditional post pay account, at which time the member may be subject to a deposit based on their credit history. Any request for changes must be made in writing.

### **Charges and Assessments:**

Non-energy charges such as a customer charge will be billed daily. The current Prepay service fee will be billed at a daily rate of \$0.1667. Each day at a specific time, these daily amounts and the energy used in the past twenty-four hours will be deducted from the total balance of the account.

The fuel adjustment, environmental surcharge, and taxes will be pro-rated daily and credited or debited, as applicable to the Prepay account.

When the Prepay account is activated, an initial purchase of \$100.00 is recommended. Subsequent purchases may be made in increments chosen by the member, with a minimum purchase being \$20.00.

If a member converts from a post-pay account to Prepay service and a deposit has been collected previously for the post-pay account, that deposit will be applied to the outstanding balance on any post-pay account in the member's name. Also if the member has any account(s) which does not have a satisfactory credit history any remaining credit will be transferred as a deposit to the unsecured account(s). If none of these exceptions are applicable to the member the excess funds will be placed as a credit on the Prepay account.

If a member enrolls in Prepay service, the total amount of an existing payment arrangement will transfer to the Prepay account and existing payment arrangement will default to a payment arrangement where seventy percent (70%) of any payment will be placed on future purchases while thirty percent (30%) will be applied towards retirement of the outstanding balance

If a member has been disconnected for non-pay and chooses the Prepay service option for reconnect, the member will be offered a debt management plan for the outstanding balance. Seventy percent (70%) of any payment will be placed on future purchases while thirty percent (30%) will be applied towards retirement of the outstanding balance.

A prior member, who previously received service from Meade County and discontinued service without paying his/her final bill, (i.e. an uncollectible account/bad debt) will be required to pay the past due amount prior to establishing prepay service. If the member is unable to pay the account balance in full, a debt management plan will be considered for the outstanding balance. Seventy percent (70%) of any payment will be placed on future purchases while thirty percent (30%) will be applied towards retirement of the outstanding balance.

### **Member Education Plan:**

- **A.** Meade County's voluntary Prepay service will be promoted to the general membership by the following venues:
  - 1. Flyers
  - 2. Banner-Ups
  - 3. Phone Application
  - 4. Meade County's Website at: www.mcrecc.com
  - 5. Radio

- 6. Various other print advertising
- 7. Customer Service Representative (CSR) promotion in-office
- 8. Community events by marketing team
- B. Promotion of the program will include options and member benefits including but not limited to:
  - 1. No deposit
    - a. Because money is collected upfront, there is no need to charge a deposit
  - 2. No reconnect/disconnect fees
    - a. Because disconnects and reconnects are performed automatically, there is no need to charge a fee
  - 3. No late fees
  - 4. Convenient payments available 24/7
  - 5. Member choice
    - a. This program will give members choice in when they pay and how much they pay
  - 6. Demand Side Management (DSM) conservation.
- **C.** Once a member decides to enroll in the Prepay service, the member will be educated via a one-on-one consultation. The following details will be covered:
  - 1. Explanation of Prepay service and above referenced benefits
  - 2. Individual demonstration of accessing Meade County's website to review usage information
  - 3. Explanation of text and e-mail and/or text alerts the member will receive with information on the member's usage information
  - 4. How to purchase additional kWhs
    - a. Via website
    - b. Via telephone
      - i. Automated
      - ii. With CSR
  - 5. How to reconnect power if disconnected
  - 6. How LIHEAP or other energy assistance is incorporated with Prepay service

### **Miscellaneous:**

If a member decides to leave the Prepay service and a credit is on the account, the credit can be refunded or applied to any other active account in the member's name. The member must inform Meade County in writing when the member wishes to terminate Prepay service.

### MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION PREPAY COSTS ANALYSIS

Monthly Charge				
Equipment Costs:			_	
Software for program (*)  Proposition (*)	Φ	40.700.00		<u>Member</u>
Prepay Software  2. Hardware (*)	\$	18,700.00	\$	21.62
New Disconnect AMI Meter	\$	238.25	\$	238.25
Less Old Meter Cost	\$	48.03	\$	48.03
Cost of Disconnect Meter	*		\$	190.22
Installation Cost:			•	
<ol><li>CSR set up per member:</li></ol>				
labor 15 min.	\$	20.18	\$	5.05
Benefits		54.0%	\$	2.72
<ol><li>Field Servce Representative charge per member:</li></ol>				
Labor 30 min.	\$	22.62	\$	11.31
Benefits		69.0%	\$	7.80
<ol><li>Investment per Member</li></ol>			\$	238.72
Annual Expenses based on 15 year life				
1. Depreciation			\$	15.91
2. Interest & Margins (2.26% x 2)			\$	10.79
3. O & M				
Software - 20%			\$	4.32
Hardware - 10%			\$	19.02
4. Annual Expenses			\$	50.05
5. Monthly Expense per member			\$	4.17
6. Prepay Software support	\$	580.00	\$	0.67
7. Communication Fees	•	otices	\$	0.16
8. Monthly Expense per Member				5.00
9. Transaction Fees (4 w/ one free)	\$1.	50 each	\$ \$ \$	4.50
10. Monthly Expense with transaction fee			\$	9.50
Recommendation			\$	<u>9.50</u>
(*) Dagged on 965 participating Mambara				
(*) Based on 865 participating Members <u>Transaction Fee Processing</u>				
One CSR will avg approximatley three minutes per transaction				
Labor \$ 20.18				\$20.18
Benefits 54.0%				\$10.90
				\$31.08
Number of transactions per hour				20
Cost per Transaction				\$1.55

(\*) Based on 865 participating Members