

**PREPAY METERING PROGRAM**

**Purpose**

To provide members with a payment option that may assist them in managing and controlling their energy purchases.

**Availability**

This is an optional rider to Taylor County RECC's Schedule A – Farm and Home Service residential tariff and is available to all members being served under that tariff.

**Terms and Conditions**

PrePay is a voluntary program. Members who qualify for this rider may choose to enroll their electric account(s) in this program. All members who participate in this program are subject to the following:

1. Each member choosing the PrePay option will be subject to all other applicable rules and regulations which apply to members using the residential tariff without the PrePay rider.
2. Members should have internet access and text availability to participate in this voluntary program.
3. A new member will be required to sign membership documentation and be entitled to all member benefits as current members.
4. All members enrolling in the PrePay program shall sign a PrePay agreement. The agreement shall be in effect until the member desires to cancel. The member may convert to normal monthly credit/payment terms at any time by request. At this point the member will be subject to conditions of the residential tariff without the PrePay rider. This may include the requirement of a deposit.
5. The Customer Charge will be the same as Taylor County RECC's regular residential tariff. The Program Fee shall be \$3.69 a month. Both the Customer Charge and Program Fee will be pro-rated and deducted from the member's account on a daily basis.

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DATE OF ISSUE: \_\_\_\_\_

DATE EFFECTIVE: \_\_\_\_\_

ISSUED BY: \_\_\_\_\_  
Barry L. Myers, General Manager

Issued by authority of an Order of the Public Service Commission of Kentucky  
Case No. \_\_\_\_\_ Dated \_\_\_\_\_.

**PREPAY METERING PROGRAM—(Continued)**

6. A one-time service fee of \$30.00 will be charged to install the equipment for prepay use. Should the member cease participation in the program, the Cooperative may, at its sole discretion, uninstall the equipment for prepay use; a one-time fee of \$30.00 will be charged if the Cooperative uninstalls the equipment for prepay use.
7. The Energy Charge will be the same as Taylor County RECC's regular residential tariff.
8. The Fuel Adjustment and the Environmental Surcharge will be charged or credited to the account based upon the time of purchase. The Fuel Adjustment and Environmental Surcharge will be the rates in effect for the month of purchase.
9. The PrePay account will not be subject to deposits, late fees, disconnect fees, and reconnect fees.
10. At the time the PrePay account is activated, the initial purchase is required 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 \$10.00.
11. When an existing member chooses to convert to the PrePay program and has a deposit on file with the Cooperative, the deposit and accumulated interest will not be refunded, but converted into a credit on the 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).
12. Once enrolled in the PrePay program, no additional payment arrangements will be made.
13. If an agency submits or has already submitted (but not yet paid) a voucher or other financial assistance to an account, the full amount of the assistance will be applied to the PrePay account.
14. If a member who has not been in the PrePay program is disconnected for non-payment, they may request to be reconnected and enrolled in the program. If they are unable to pay their account balance in full, they will be offered a payment plan whereas future purchases will be split 70/30 until the old debt is retired. 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.

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**PREPAY METERING PROGRAM—(Continued)**

15. Members may check the status of their account(s) by utilizing the Cooperative's website, using the mobile app, or by calling the office during office hours.
16. Members may apply funds to their PrePay accounts(s) by mail, telephone, mobile app, or by the Cooperative's website by Visa or MasterCard. Payment may also occur in person during the Cooperative's regular office hours.
17. If a payment on a PrePay account is returned for any reason, the account is subject to the service charge listed in Taylor County RECC's Rules and Regulations.
18. Members who present a Winter Hardship Reconnect, Certificate of Need, or Medical Certificate as outlined in 807 KAR 5:006, Sections 14, 15, and 16 will be removed from the program and the account will become a post-pay account.
19. A monthly paper bill will not be mailed to members who elect to enroll in the PrePay program. However, the member may view their PrePay account status on the Cooperative's website or mobile app. Due to the PrePay status of an account, a delinquent notice will not be mailed as the account should never be in arrears.
20. If a member elects to enroll an account in PrePay, the total amount of any existing payment arrangements/contracts will be applied to the account so the full unpaid balance will be reflected on the PrePay account.
21. When the amount of funds remaining in a PrePay account reaches the threshold of \$25.00, automated messages(s) will be sent to the member rather than a written notice sent by U.S. Mail.
22. A PrePay account will be disconnected if the balance of the account becomes negative. Unless directed otherwise by the Commission, the account will be disconnected regardless of weather/temperature as the member is responsible for ensuring that the PrePay account is adequately funded. If the member cannot ensure proper funding, Taylor County RECC recommends the member not utilize the PrePay service

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23. 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 services. Likewise, if the account is disconnected and the member applies funds to the 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.
24. PrePay accounts will be billed at least once a day to show the remaining funds on the account. If a meter reading is not available, the account will not be billed until a reading is available. In addition, a month-end billing will be done to “true up” any unbilled charges. Charges such as the customer charge, kWh, fuel adjustment and environmental surcharge, franchise fee, security lights and applicable taxes will be prorated daily.
25. When a member requests to have the power disconnected and they have a credit balance on their PrePay account, their remaining balance will be refunded. If the member has another account the credit will be transferred to that account, otherwise, the refund will be issued to the member in the form of a check.
26. The member will be billed for replacement cost of any damaged equipment such as the meter or meter collar, when such damage occurs as a result of malice or neglect by the member.
27. If the member’s PrePay account is disconnected due to a negative balance, the negative balance must be paid in addition to \$30.00. Once the account balance is positive \$30.00, the account will be reconnected.

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