Nolin RECC 411 Ring Road Elizabethtown, KY 42701-6767 PSC KY NO. <u>10</u> Original Sheet No. 93

CANCELLED

CANCELING PSC KY NO.
Original Sheet No.

#### CLASSIFICATION OF SERVICE

# PILOT PROGRAM FOR PREPAY METERING

STANDARD RIDER

Voluntary Prepay Electric Service is a rider to Rate Schedule 1 as defined by the Cooperative.

**AVAILABILITY OF SERVICE** 

All Rate Schedule 1 accounts, excluding accounts on Levelized Budget Billing, three phase accounts, and accounts with 400 or greater amp service, within the territory served by the Cooperative.

TYPE OF SERVICE

Prepaid Electric Service

APR 1 9 2013

KENTUCKY PUBLIC SERVICE COMMISSION

In addition to the Customer Charge and kWh charge for Rate Schedule 1, there will be a 17 cents per day program fee.

#### **TERMS & CONDITIONS**

Prepay Electric Service is a voluntary program. Members who qualify for this program as defined above in "AVAILABILITY OF SERVICE" may choose to voluntarily enroll their electric account(s) in this program. All members who participate in the Prepay Electric Service are subject to the following:

- 1. An agreement for Prepay Electric Service must be signed by the member (for joint memberships, only one member is required to sign the agreement) for each account enrolling in the Prepay Electric Service. The term of the agreement is for one year. The member may request in writing to be removed from the program at any time if the program is not beneficial for the member.
- 2. Members must have internet access to participate in the voluntary prepay program.
- 3. At the time an account becomes a prepay account, the recommended initial payment for electricity is \$75. Members may apply funds in any amount to their prepay account(s) as they choose and as many times per month as they choose.

4. Members may apply funds to their prepay account(s) by mail, by phone with a Visa or MasterCard, by utilizing Nolin's website for Visa or MasterCard payments, or in person during regular business hours.

PUBLIC SERVICE COMMISSION

JEFF R. DÉROUEN EXECUTIVE DIRECTOR

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DATE OF ISSUE June 30, 2011	DATE EFFI	
ISSUED BY Michael Z. Willer	President & CEO	
NAME	TITLE	ABDRES
Issued by authority of an Order of the Public Case No. 2011-00141, Dated June 20, 2011.	Service Commi	sion of Kentucky 1/201 1 sion of Kentucky 1/201 1 section 9 (1)

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#### CLASSIFICATION OF SERVICE

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5. A new member, who previously received service from Nolin and discontinued service without paying his/her final bill, (i.e. an uncollectible account/bad debt) will be required to pay the full amount of the debt prior to establishing prepay service.

6. If a member elects to enroll an account in prepay and has a deposit on the account, the deposit will be applied to the account before the account changes to prepay. 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.

7. 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.

8. Once enrolled in the prepay service, no additional payment arrangements will be made.

- 9. If a member's postpay account has been disconnected for non-payment and the member chooses the prepay option for the account to be reconnected, the member will be subject to a repayment plan whereas future payments will be split 70/30 until the unpaid debt is retired. Under this provision, the member will be applying 30% of any funds paid on the prepay account to the unpaid debt. The remaining 70% of the funds will be applied to daily usage on the account.
- 10. 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 unpaid debt on the prepay account.
- 11. 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 program fee, customer charge, kWh, fuel adjustment, environmental surcharge applicable taxes and franchise fees, security lights and poles will be prorated daily. Charges such as Operation Round-Up, etc. will be charged during the month-end billing. Miscellaneous charges such as green power, surge protection, etc. will be charged during the first prepay billing of each month.

12. Any account on prepay will be moved to billing cycle 7 which begins the 1<sup>st</sup> of the month and ends on the last day of the month.

13. Prepay accounts will not be subject to deposits, late fees, disconnect fees, and reconnect fees,

14. Members who allow their prepay accounts to be disconnected two or more times in a 12 month 19 2013 period due to lack of funds will be required to pay a deposit if the account is removed, member's request, from the prepay rider and becomes a postpay account.

15. If a payment on a prepay account is returned for any reason, the account is subject to the service charge listed in Nolin's Rules and Regulations, Item 27.

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### FOR ENTIRE SERVICE AREA

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## **CLASSIFICATION OF SERVICE**

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- 16. 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 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.
- 17. A monthly paper bill will not be mailed to members who receive prepay service. However, they may request a copy of their monthly bill or may view it online through Nolin's website. Due to the prepay status of an account, a delinquent notice will not be mailed on prepay accounts as the account should never be in arrears.
- 18. When the amount of funds remaining on a prepay account reaches the established threshold of four (4) days' estimated usage, an automated message will be sent to the member rather than a written notice sent by U.S. Mail.
- 19. Members who present a Winter Hardship Reconnect, Certificate of Need, or Medical Certificate as outlined in 807 KAR 5:006, Sections 13, 14, and 15 will be removed from the prepay program and the account will become a post-pay account.
- 20. A prepay account will be disconnected if the balance of the account becomes negative. The account will be disconnected regardless of weather/temperatures as the member is responsible for ensuring that the prepay account is adequately funded. If the member can not ensure proper funding, Nolin recommends the member not utilize the prepay service.
- 21. A prepay account will be disconnected immediately in cases of theft, tampering, or hazardous code violation.
- 22. Remote disconnections will occur during business hours after the prepay balance is depleted. No disconnection will take place on weekends or holidays.
- 23. Members who voluntarily choose the prepay service are subject to all rules and regulations outlined in the Cooperative's tariffs and bylaws unless specifically noted above.
- 24. The prepay pilot program is in effect for three years. At the end of the three years, if the program is not continued, all prepay accounts will revert to post-pay accounts.

CANCELLED

APR 1 9 2013

KENTUCKY PUBLIC SERVICE COMMISSION

	KENTUCKY PUBLIC SERVICE COMMISSION
	JEFF R. DEROUEN EXECUTIVE DIRECTOR
DATE OF ISSUE June 30, 2011	DATE EFFECTIVE July 1. 2011 BRANCH
ISSUED BY Michael Z. Mi	President & CEO Elizabet Sunt Kulley-6767
NAME	TITLE ADDRESS
Issued by authority of an Order of the Pub Case No. 2011-00141, Dated June 20, 201	blic Service Commission of Kentucky, KAR 5:011 SECTION 9 (1)

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