

POLK-BURNETT ELECTRIC COOPERATIVE

Policy No.: **M-6**

Subject: **Prepay Program**

Objective: To provide Polk-Burnett Electric Cooperative members a prepay option that allows members to apply credits to, or prepay, their electric bill.

Policy:

1. Members may use the Prepay Program for their account for electric service. If the account is activated, it shall be for a period not less than twelve (12) months.
2. Participation in the Prepay Program is at the sole discretion of the cooperative and requires a signed agreement. A sample Prepay Service Agreement is attached. The cooperative reserves the right to terminate or change the Prepay Program at any time as it may deem appropriate.
3. The Prepay Program may be used in lieu of a required deposit (see Policy M-11).
4. Members participating in the Prepay Program shall have their payments, credits or deposits into their account applied first to any service charge or special fee, then to any outstanding balance attributable to their electric utility service.
5. To ensure that the member has electricity, the member's account must have a positive balance. Power to the member's service will cease when the balance in the member's account is less than zero.
 - a. Prepay account balances will be monitored daily and will be remotely disconnected when account balance is less than zero.
 - b. In situations where a member has been disconnected, Polk-Burnett will attempt to contact the landlord/property owner within 24 hours (Monday-Friday, 8 a.m. to 4:30 p.m.) if service has not been reconnected.
6. To help prevent the cessation of service to the member's account, electronic notices such as, but not limited to, text, email, or phone warning messages will be transmitted to the member as determined in the service agreement.

Edward O. Gullickson, President
April 27, 2020