

**EGYPTIAN ELECTRIC COOPERATIVE ASSOCIATION
POLICY BULLETIN NO. 117**

SUBJECT: USE OF PREPAY BILLING SYSTEM

I. OBJECTIVE

It is the desire of Egyptian Electric Cooperative Association (EECA) to allow members to pre-purchase electricity using a Prepay Billing System (PBS). The PBS is presented to members for their use on a volunteer basis or in accordance with the terms of a contractual agreement between a Member and EECA.

II. PROCEDURE FOR PBS SYSTEM

In lieu of posting a security deposit per Policy Bulletin 104, a member may selectively choose to enroll in the PBS program. To enroll in the PBS program, a member must:

- a. Complete an APPLICATION AND PARTICIPATION AGREEMENT FOR PREPAY BILLING SYSTEM form.
- b. For a new or returning member, pay at the time of request, the Connect Fee per Policy Bulletin 105.
- c. For members with a past due balance or returning members with an outstanding balance that select the PBS system, the following deferred payment arrangement is required as part of the PBS, if the amount cannot be paid in full prior:
 - i. Agree to pay at least 25 percent of any outstanding balance on the account at the time of the PBS connection
 - ii. Agree to pay the remaining outstanding balance with the understanding that at least 25 percent of all future payments will be applied against the outstanding balance until the balance is paid in full.
- d. Pay a non-refundable \$50.00 installation fee if a PBS remote disconnect device is not currently installed at the service location.
- e. An in-home display device (IHD) will be available (while supplies last) at no charge upon request. If service initiation requires the installation of a PBS remote disconnect device, the installation will be done with regularly scheduled service orders on normal working days.

III. SOLE DISCRETION

EECA has sole discretion in determining if the member qualifies for, or will be allowed to use, the PBS program.

The Cooperative reserves the right to bill or waive the daily service availability charge in accordance with our current rate schedule.

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IV. DISCONNECTION OF SERVICE

Members enrolled in the Prepay Billing System will **not** receive first class mail notices before disconnection nor will they be offered a delay of termination due to illness(es) as required under Policy Bulletin. 109A. Members will be responsible to regularly monitor, to determine, and to know the status of their service including, without limitation, their credit balance. Failure to receive, to determine, or to be aware of any notice or account status or credit balance through the in-home display, the Smart Hub App, the Toll-Free Number Service, the 24/7 Pay-by-Phone, or the Cooperative Website Internet Access, or otherwise, or for any reason, will not exempt or prevent the service from disconnection should the balance fall to zero (\$0.00) or below.

Reconnection may be made afterhours via the Smart Hub App, the Cooperative Website Internet Access, the 24/7 Pay-by-Phone service, or Kiosk. During normal business hours, payments can also be made by contacting or visiting our office.

V. RETURNED CHECKS OR CREDIT CARD PAYMENTS

The Cooperative will immediately debit returned checks or credit card payments along with any charges incurred, to the account in question in accordance with Policy 114.

VI. PBS EXCLUSIONS

Members with any of the following conditions are not allowed to participate in the PBS:

- 1) Members with medical conditions or special medical equipment requiring notice of service interruption.
- 2) Members with a resident on the premises with medical conditions that require the use of special medical equipment requiring notice of service interruption.

VII. TERMINATION

Nothing herein prevents Egyptian Electric Cooperative Association from terminating, discontinuing or removing the use of the PBS program or equipment without the consent of the member, immediately and without notice for non-payment (i.e., upon credit being used up by the member), or other just cause, as determined by Egyptian Electric Cooperative Association to the member.

Adopted: April 24, 2012

Amended: April 26, 2016

Amended: October 31, 2017

Amended: November 28, 2017

Amended: November 27, 2018

Amended: January 25, 2022

Attested: Kevin Liefer, Secretary

Attested: Paul Hicks, Secretary

Attested: Paul Hicks, Secretary

Attested: Paul Pyatt, Secretary

Attested: Kevin Liefer, Secretary