

JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION
OPERATIONAL POLICY
JOE WHEELER EMC

Policy No. 221

Adopted February 22, 1993

AMENDED AND BOARD APPROVED: OCTOBER 7, 2014

AMENDED AND BOARD APPROVED: January 24, 2017

Subject: Electronic Prepaid Metering

I. Objective

- A. To offer a prepaid metering system that addresses the needs of the member by offering a choice in the method of purchasing electric service.
- B. Give the member the freedom to purchase electricity at any time and give them the data to manage their energy costs while avoiding paying a security deposit to the Cooperative and eliminating late fees.
- C. To provide an optional service for members that can be provided in a cost-effective manner.

II. Policy

- A. Joe Wheeler EMC's Prepaid Metering Program is available to all single phase, non-demand residential members having a 200 Amp service. Medical Alert accounts are not eligible for prepaid metering. Members with heat pump loans or other contracts are not eligible for prepaid metering.
- B. Members establishing new electric service and opting for a prepaid metering account are subject to a non-refundable Account Origination fee of \$75 (see Schedule of Fees) which must be paid prior to service activation along with a minimum initial credit balance payment of \$50.00. Any outstanding balance associated with the new member's name must be paid before the prepaid account is activated. If the member has insufficient funds to pay the outstanding balance, half of the balance due or \$250 whichever is lesser must be collected. The remaining balance due will be set up on a debt management plan with 25% of the program's future payments going to debt management and the remaining 75% going to future energy purchases until the debt has been satisfied. Once the previous debt has been recovered, 100% of all future prepaid purchases shall be applied to the prepaid balance.
- C. Existing members who wish to convert an existing, active Joe Wheeler EMC account must contact Joe Wheeler EMC and request a prepaid

account. Any existing security deposits on the customer's existing account will be credited to the member's prepaid account less any outstanding account balances or unbilled usage. If the existing deposit doesn't cover the outstanding balance, customer will pay the remaining balance due. If the member has insufficient funds to settle the balance due, a debt management plan may be initiated following guidelines mentioned in section "B" of this policy. If the deposit exceeds the balance due, the credit balance will be applied to the new prepaid account. The Account Origination Fee will be waived for members who converts their existing account to a prepaid metering account.

- D. Existing, active members establishing an additional electric service and opting for a prepaid metering account are subject to a non-refundable Account Origination fee of \$25 (see Schedule of Fees) which must be paid prior to service activation along with a minimum initial credit balance payment of \$50.00. Any outstanding balance associated with the member's name must be paid before the prepaid account is activated.
- E. All prepaid accounts will be equipped with a remote disconnect meter. The customer will be responsible for any damage to the metering device at the meter site and agrees to reimburse JWEMC if any damage occurs to the device. If meter tampering is detected at the member's site, the Corporation will follow the guidelines in Policy 216, Meter Fraud and/or Policy 217, Unauthorized Connection of Service.
- F. The member is responsible for monitoring his/her own prepaid account balance and making necessary payments to keep a credit balance on the account. Payments may be made in any amount equal to \$20.00 or above. Members may elect to be notified of low balances, daily balances, disconnection and reconnection via e-mail and/or text messages. Members may check daily account balances by calling Joe Wheeler EMC, (256) 552-2300, or by visiting Joe Wheeler EMC's website bill-pay portal. Members are responsible for notifying the Corporation of any change in the email or cellular telephone number designated to receive notifications. Members also understand that he/she is responsible for any cellular telephone or texting charge incurred due to daily notifications. Members enrolled in this program do not have the ability to make payment arrangements. If a credit balance is not maintained, the account will be subject to immediate disconnection including weekends, holidays or during severe weather conditions. In order to reconnect the account, the member must have a minimum credit balance of \$50.
- G. Members enrolled in this program assume responsibility for all electrical appliances and operating systems on the member's side of the meter (i.e.

stoves, heaters, heating systems, irons, hair dryers, computers, etc.) which had been operating at the time of disconnection and which may then be re-energized at the time of reconnection.

- H. Members indemnify the Corporation from any damages whatsoever (personal injury, property damages, business losses, consequential damages, third party damages, etc.) related to the restoration of electric service to the account.
 - I. The staff of the Corporation reserves the right to remove any enrolled member from the Program at any time. Also, the Board of Directors of the Corporation, at its sole discretion, reserves the right to amend and/or cancel this policy and Program, at any time, without notice.
- III. Responsibility
- A. The Board of Trustees is responsible for a periodic review of this policy and shall approve all changes to the policy.
 - B. The General Manager is responsible for the implementation of the policy.