

CLEARWATER POWER COMPANY
Lewiston, Idaho 83501

POLICY BULLETIN NO. 75

SUBJECT: Pre-Pay Electric Service (Pre-Pay)

POLICY:

I. General:

- A. The Cooperative will make available to Members an option which will provide a means to pay in advance for energy use and Service Availability Charge.
- B. Participation in Pre-Pay shall be on a volunteer basis only and subject to the Cooperative's approval.
- C. Participants will be required to sign a Pre-Pay Agreement in the form attached.
- D. Pre-Pay will be available to accounts qualifying for residential service under Policy Bulletin No. 70 (Schedule 1-1 Residential Service).
- E. Pre-Pay accounts will not receive a monthly paper bill. Members will be required to have access to e-mail, and/or text messaging, and will be able to view their account information on-line over the internet, by phone, or with the Cooperative's SmartHub mobile app.

II. Rates, Fees and Deposits:

- A. Pre-Pay accounts will not require a security deposit.
- B. Members using Pre-Pay will not be subject to late fees, disconnect fees or reconnect fees.
- C. Members using Pre-Pay will be billed according to Policy Bulletin No 75A (Schedule 1-5 Pre-Pay Residential Service).
- D. When an existing Member changes from traditional billing to Pre-Pay, any existing security deposit will be applied toward any outstanding balance on the account. Excess deposits will be applied to the Member's Pre-Pay balance.

- E. Members must pay their existing balance in full before switching to Pre-Pay. If there is a balance owing after any security deposit is applied, the Member must pay the remaining balance due before Pre-Pay service will be authorized. In the event the Member is unable to satisfy the balance, the Cooperative may, on a case- by-case basis, split Member payments between debt outstanding and Pre-Pay. This option requires Supervisor approval.
- F. A Member may, at any time, elect to convert their account from Pre-Pay to traditional billing. When converting all applicable policies, credit checks, deposits, and fees will apply.

III. Disconnection and Reconnection:

- A. Members selecting Pre-Pay are responsible for making minimum prepayments of \$25.00 per transaction, toward their account to maintain a positive balance. A minimum payment of \$50.00 for electric use is required for initial service.
- B. Electric service will be subject to immediate disconnection any time a Pre-Pay account has a negative balance. Medical conditions and/or weather conditions will not postpone disconnection.
- C. If a Pre-Pay account has been disconnected, it will be reconnected within approximately 1 hour of the balance becoming positive.
- D. If a Pre-Pay account is terminated, the Member will receive a refund of any remaining account balances. At the time of disconnect, a balance may remain owing if the Member's account has become negative. This does not release the Member's responsibility for the balance owed.
- E. Pre-Pay accounts are not eligible for payment arrangements, budget billing, auto-pay or combined billing with Clearwater Propane Company.

RESPONSIBILITY:

General Manager, Manager of Member Services, and Director of Member Services

PROCEDURE:

As outlined in the above written policy.

SOURCE: Adopted by Board Resolution – May 25, 2016.
Amended in Part – November 28, 2017.