

OAKDALE ELECTRIC COOPERATIVE		Board Policy
SUBJECT: Prepay Billing Program		Policy No: 7.08
Adopted: 08-25-2021	Last Reviewed/Revised: 03-03-2025	Page 1 of 2

OBJECTIVE

To provide Oakdale Electric Cooperative (OEC) members with a billing/payment option that allows members to pay for their electricity before using it.

POLICY

It shall be the policy of OEC to provide its members with a prepay billing option under the following terms and conditions:

1. Eligibility.
 - (a) Eligibility is limited to electric accounts with 200 or 320-amp metered service.
 - (b) OEC will make an effort to communicate remotely to the account via prepay meter technology. In the event communication fails, the account will be ineligible for the prepay billing option.
 - (c) Accounts serving a resident with a medical condition requiring life-sustaining equipment that will be impacted by the loss of electric service shall be ineligible to participate.
 - (d) Participating accounts that have been load cycled or load limited due to a zero account balance at a residence later found to be vacant and not winterized shall be terminated from the prepay billing option and shall be ineligible for further participation.
 - (e) Members with a distributed generation meter are not allowed to participate in the Prepay Billing Program.
2. Terms of Service.
 - (a) All participants must have a signed *Electric Service and Co-op Membership Application* on file with OEC.
 - (b) If the program is activated, it shall last for a period of not less than twelve (12) consecutive months, unless terminated by OEC at an earlier date due to loss of account eligibility.
 - (c) Participation in the program is at the sole discretion of OEC and requires a signed agreement between OEC and the member. OEC reserves the right to terminate or change the program at any time in its sole discretion.
 - (d) The prepay billing option may be used in lieu of a required deposit (Policy 7.04). Any existing deposit will first be applied to any outstanding/current balance due to OEC and any remainder applied to fund the prepay account.
 - (e) Any outstanding and/or current balances due to OEC shall be paid in full prior to activating the prepay account. If this is not possible, the cooperative will determine a percentage of each addition of funds made by the member to the prepay account that shall be credited against the outstanding balance. The percentage to be applied to arrears shall be set forth in the prepay billing agreement signed by the member.

- (f) Members are liable for all service provided to the account in the event the meter does not automatically disconnect when the account balance has reached zero.
- (g) To help prevent cessation of electric service, members will be encouraged to register to receive notifications by, but not limited to, text, email, or mobile push when the account balance reaches a predetermined amount designated by the member.
- (h) Failure to register for or receive the above-listed notifications shall not prevent OEC from ceasing, load cycling, or load limiting electric service per Policy 7.09. It is the member's responsibility to keep a positive balance on their account.
- (i) Upon termination of the prepay billing option for any reason, a credit check will be run by OEC to determine the amount of the required security deposit for any further service.
- (j) In the event that electric service is discontinued with a net positive balance remaining in the account after applying all charges, the balance shall be promptly refunded to the member.

3. Billing and Payment.

- (a) Each prepay account will be read and billed each day to determine the current balance on the account. At that time, the billing system will calculate the amount of usage and reduce the current payment/credit amount on the account. In the event that the meter cannot be read automatically, the prepay account will be debited according to an estimate based on historical usage.
- (b) Members must have a positive balance in their account to ensure that the member continues to receive electric service. Service will be terminated, load cycled, or load limited per Policy 7.09 when the member's account balance has reached zero.
- (c) Funds may be added to the prepay account at any time. A minimum of \$25 is required to activate the prepay billing option. There will be a minimum of \$10 for each subsequent addition of funds to the account. Funds will be credited to the account within two (2) hours of payment.
- (d) Energy assistance payments will be posted to the account within two (2) business days of receipt by OEC.
- (e) Any checks returned for nonsufficient funds, failed electronic funds transfers, or dishonored credit card payments and associated fee will be applied to the account and may result in termination of service without further notice.
- (f) The provisions of Policy Bulletin 7.02 apply to prepay billing accounts except to the extent they conflict with or are superseded by this policy and Policy Bulletin 7.09.

Responsibility: General Manager & CEO

Procedure: To be reviewed annually per Policy Bulletin 1.04 to determine if policy is reflecting current conditions.

Issued: 08-25-2021	Reviewed Date (no revisions): 02-23-2022, 03-02-2023, 08-31-2023, 02-29-2024, 03-03-2025	Revised Date:
---------------------------	---	----------------------

