

GLACIER ELECTRIC COOPERATIVE, INC.

POLICY No. 520

TWACS PREPAYMENT SERVICE

I. OBJECTIVE:

To provide an additional option for Glacier Electric Cooperative members to make payments for electric service.

II. POLICY:

- A. The Cooperative will make available, to our member-consumers, the TWACS prepayment service option. Participation in prepayment service shall be on a volunteer basis. Participants will be required to sign a prepayment service agreement.
- B. Prepay members will have the option to download the SmartHub app on their smart phone or tablet at no cost.
- C. Prepay members will not be required to pay the normal security deposit associated with a traditional account. Normal membership fees and monthly base charge will apply. Prepay members are subject to all other service fees when applicable.
- D. When an existing member converts from a traditional account to prepay, their existing security deposit, if any, will be applied toward any outstanding balance on the account. The remainder of the security deposit, if any, will be applied to the new prepay service.
- E. When an existing member converts from a traditional account to prepay, their traditional account must be currently paid in full before prepay participation commences.
- F. Electric service will be subject to immediate disconnection any time a prepay account has a negative account balance. Medical conditions and or inclement weather will not postpone disconnection. Energy assistance is not applied until received as payment on account.
- G. Prepay members are responsible for making prepayments, minimum of \$1 and maximum of \$500 at a time, toward their account to keep the balance positive. Service disconnected for a negative balance will be reconnected after payment is made.

- H. Any account with a negative balance will be disconnected at 11:00 a.m. Monday through Thursday. To avoid disconnection before 11:00 a.m., a payment must be made 00 a.m..
- I. Prepay members are not subject to normal connect and disconnect fees.
- J. Prepay members can receive a copy of their bill upon request.
- J. Prepay members may, at any time, elect to convert their account to a traditional account. When converting to a traditional account, the Cooperative will require full payment of the security deposit as a condition of continued service.
- K. Service terminated, at the request of a member, will receive a refund of any remaining credit on the account. 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.
- L. Prepay is an option for residential class accounts and some general class accounts. Prepay is not available to any seasonal accounts, or water wells. Prepay can be used for general accounts when there is a primary residence, with an account under the same member. Members may download the Smarthub app to regularly monitor to monitor their account.

I. RESPONSIBILITY:

The General Manager shall be responsible to implement this policy.

Effective Date: June 25, 2025 Jim Taylor– President
Updated: 6/25/25

Signature: _____

A handwritten signature in black ink, appearing to read "Jim Taylor", is written over a horizontal line.