

WESTERN COOPERATIVE ELECTRIC ASSOCIATION, INC.
(Name of Issuing Utility)

Schedule: PRS-23

Replacing Schedule PRS-20
 Which was filed January 1, 2020

ENTIRE SERVICE TERRITORY
(Territory to which schedule is applicable)

No supplement or separate understanding shall modify the tariff as shown hereon.

Sheet 1 of 3 Sheets

PREPAID RESIDENTIAL SERVICE (PRS)

APPLICABLE

Applicable to the Cooperative's residential consumers taking service under the Residential Service rate schedule RS-23 who have voluntarily elected and been accepted by the Cooperative to participate in this optional prepaid billing ("pay as you go") plan.

RATES AND CHARGES

- All rates and surcharges shall be the same as effective under the Cooperative's RS-23 tariff schedule, as applicable for standard post-paid residential service consumers. Due to the nature of the PRS service, the monthly Base Charge will be prorated for daily billing.
- To show the current remaining funds on the account, PRS consumer accounts will be billed and their usage and account balance information updated electronically once a day at 9 AM.
- The amount required for initial account set-up (**Opening Balance**) is fifty dollars (\$50.00).
- The minimum balance on the account required for re-establishing the disconnected service (**Minimum Balance**) is fifty dollars (\$50.00).
- Once the account is set up, payment on the account can be made as often as necessary and in the amount convenient for the Consumer. However, the payment amount should be sufficient to maintain the positive balance in order to avoid disconnection.

COMMUNICATION

- A Consumer on the PRS will not be receiving paper billing statements or disconnect notices. The Consumer may check their balance and/or make payments (1) anytime online; or (2) by downloading the free account management application available on IOS and Android smart devices; or (3) during regular business hours in person at the Cooperative's WaKeeney office at 635 S. 13th Street; or (4) by calling the Cooperative's toll-free number at 1-800-456-6720 24 hours a day.

Issued November 17 2022
Month Day Year

Effective January 1 2023
Month Day Year

By Tom Ruth General Manager
Signature Title

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COMMUNICATION - continued

- Once a balance on the account reaches \$25.00 or less, the PRS Consumer will be periodically notified either through text messaging, e-mail, or both, as selected by the Consumer in the account management application. The PRS Consumer is responsible for setting up and customizing their notification preferences using the account management application either online, or by using the app available on smart devices, or by calling the Cooperative's toll-free number at 1-800-456-6720 24 hours a day. Reporting any changes to the contact information on the account is the sole responsibility of the Consumer.
- At the time the PRS Consumer account no longer has a positive balance, service will be automatically disconnected without further notification. After balance on the account has been remedied to reach at least the **Minimum Balance** amount, service will be automatically restored within sixty (60) minutes. Reconnection may be delayed due to outages caused by severe weather or other extraordinary causes beyond the Cooperative's control.
- If an account is disconnected and does not become active for ten (10) consecutive days, the account will be considered inactive; and a final bill will be mailed to the last known address on file. Any monthly pro-rated charges still applicable under the RS-23 schedule will apply each day between disconnection and final bill.

SPECIAL PROVISIONS

- Deposit requirements for Consumers electing the prepaid service option will be waived. If a Consumer converts from a post-paid service to PRS and a deposit has been collected previously for the post-paid account, the amount of the deposit will be either refunded or credited to the PRS account balance. Any deposit in excess of \$50.00 may be refunded at the Consumer's request.
- The disconnection and reconnection charges applicable to post-paid service are eliminated for the PRS Consumers.
- The Cold Weather Rule provisions related to disconnection will not apply to the PRS Consumers, meaning the service for the accounts with the credit balances of \$0.00 or below will be disconnected regardless of whether the Cold Weather Rule is in effect at the time.
- PRS Consumers are not eligible for the Average Payment Plan or Automatic Bank Draft Plan.
- Consumers with account balances in arrears will not be eligible to participate in the PRS Program.
- Medical Extensions are not allowed on the PRS.

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SPECIAL PROVISIONS - continued

A Consumer may elect to stop receiving service under the PRS and return to the standard RS-23 schedule at any time. If a Consumer returns to their standard tariff, the same payment plan options offered to the residential consumers taking traditional post-paid service will become available; however, a Security Deposit may be required. Conditions that may require a new or modified deposit for traditional post-paid service are described in the Cooperative's Rules and Regulations.

TERMS AND CONDITIONS

Service under this tariff will be rendered pursuant to the Cooperative's Rules and Regulations, except as it pertains to the conditions noted in the Special Provisions section contained herein. Additionally, the PRS Agreement must be accepted and signed by the Consumer before he or she is eligible to receive service under the PRS tariff schedule.

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