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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission

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COMMISSIONERS

GARY PIERCE, CHAIRMAN  
BOB STUMP  
SANDRA D. KENNEDY  
PAUL NEWMAN  
BRENDA BURNS

2012 SEP 10 P 4:24

AZ CORP COMMISSION  
DOCKET CONTROL

DOCKETED BY *JM*

IN THE MATTER OF THE APPLICATION OF MOHAVE ELECTRIC COOPERATIVE, INCORPORATED, AN ELECTRIC COOPERATIVE NONPROFIT MEMBERSHIP CORPORATION, FOR A DETERMINATION OF THE FAIR VALUE OF ITS PROPERTY FOR RATEMAKING PURPOSES, TO FIX A JUST AND REASONABLE RETURN THEREON AND TO APPROVE RATES DESIGNED TO DEVELOP SUCH RETURN.

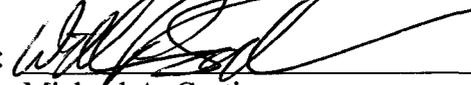
DOCKET NO. E-01750A-11-0136

COMPLIANCE FILING PER DECISION NO. 73352 AND A.R.S. §40-367 NOTICE OF CHANGE

Mohave Electric Cooperative, Incorporated ("Mohave" or the "Cooperative"), by and through undersigned counsel, makes this compliance filing and notice of change pursuant to A.R.S. §40-367 in response to the discussion of the Commissioners during the Open Meeting on August 9, 2012 while considering and approving Decision No. 73352 (the "Decision") dated August 21, 2012. As a result of the discussion, Mohave prepared proposed non-substantive changes to the form of the Optional Prepaid Residential Service Tariff and Prepayment Service Agreement approved as Exhibit B to the Decision and submitted them for Commission Staff review and comment. Mohave is advised that the changes, reflected in the documents attached hereto, are acceptable to Staff. Therefore, in compliance with the Decision and pursuant to A.R.S. §40-367, Mohave hereby submits redline (showing changes from Exhibit B to the Decision) and clean versions of the slightly revised Optional Prepaid Residential Service Tariff and Prepayment Service Agreement. The revised clean version shall be effective on and after November 1, 2012, (a date more than 30 days following the date of this filing), subject to the Commission otherwise ordering prior thereto.

1 RESPECTFULLY SUBMITTED this 10th day of September, 2012.

2 CURTIS, GOODWIN, SULLIVAN,  
3 UDALL & SCHWAB, P.L.C.

4 By: 

5 Michael A. Curtis  
6 William P. Sullivan  
7 501 East Thomas Road  
8 Phoenix, Arizona 85012-3205  
9 Attorneys for Mohave Electric  
10 Cooperative, Incorporated

11 PROOF OF AND CERTIFICATE OF MAILING

12 I hereby certify that on this 10th day of September, 2012, I caused the foregoing  
13 document to be served on the Arizona Corporation Commission by delivering the original and  
14 thirteen (13) copies of the above to:

15 Docket Control  
16 Arizona Corporation Commission  
17 1200 West Washington  
18 Phoenix, Arizona 85007

19 Copy of the foregoing emailed to:

20 Dwight Nodes, ALJ  
21 Hearing Division  
22 dbroyles@azcc.gov  
23 dperson@azcc.gov

24 Bridget Humphrey, Esq.  
25 Legal Division  
bhumphrey@azcc.gov

Steve Olea  
Director of Utilities  
solea@azcc.gov



**RESIDENTIAL SERVICE  
SCHEDULE PRS**

**ELECTRIC RATES**

**MOHAVE ELECTRIC COOPERATIVE, INCORPORATED**

**1999 Arena Drive**

**Bullhead City, Arizona 86442**

**Filed By: J. Tyler Carlson**

**Title: CEO/General Manager**

Effective Date: November 1, 2012

**STANDARD OFFER TARIFF**

**OPTIONAL PREPAID RESIDENTIAL SERVICE  
SCHEDULE PRS**

**Availability**

In the Cooperative's Certificated Area to standard offer residential customers otherwise served under the Cooperative's Rate Schedule R where the Cooperative's facilities are of adequate capacity and the required phase and suitable voltage and necessary equipment are all in existence on and adjacent to the premises served.

**Application and Type of Service**

Applicable to qualifying services receiving alternating current, single phase, 60 Hertz, at available secondary voltages where service is provided through a single meter where the Customer elects this optional prepaid service. This rate is not available: (i) to critical (medical necessity), time of use or net metering customers, (ii) for three phase service or (iii) for customers on the Cooperative's Budget Payment Plan. This rate is not suitable customers that are unable or unwilling to receive, recognize and respond to low balance warnings or to reach and push the reconnect button located at the meter whenever service is disconnected. This rate is not applicable to standby, supplementary or resale service.

**Monthly Rate**

| RESIDENTIAL SERVICE<br>PRS               | Power<br>Supply | Distribution Charges |                  |          |            |            | Total Rate |
|--|-----------------|----------------------|------------------|----------|------------|------------|------------|
|  |                 | Metering             | Meter<br>Reading | Billing  | Access     | Total      |            |
| Customer Charge<br>(\$/Customer/Day)     |                 | \$0.0999             | \$0.0355         | \$0.1660 | \$0.2410   | \$0.5424   | \$0.5424   |
| Energy Charge (\$/kWh)<br>(Single Phase) |                 |                      |                  |          |            |            |            |
| First 400 kWh per month                  | \$0.095280      |                      |                  |          | \$0.001093 | \$0.001093 | \$0.096373 |
| Next 600 kWh per month                   | \$0.095280      |                      |                  |          | \$0.011093 | \$0.011093 | \$0.106373 |
| Over 1,000 kWh per month                 | \$0.095280      |                      |                  |          | \$0.021093 | \$0.021093 | \$0.116373 |

File: 1234-018-0008-0000; Desc: Prepaid Metering Tariff (redline to Ex. B) 09 07 12; Doc#: 137709v3

**Mohave Rejoinder Exhibit JTC-2**

**RESIDENTIAL SERVICE  
SCHEDULE PRS****Minimum Monthly Charge**

The greater of the following, not including any purchased power cost adjustor or any other adder approved by the Arizona Corporation Commission:

1. The Customer Charge
2. The amount specified in the written contract between the Cooperative and the Customer.

**Billing Adjustments and Adders**

This rate is subject to all billing adjustments outlined in Schedule A.

**Other Charges**

Other charges may be applicable subject to approval by the Arizona Corporation Commission.

**Rules and Regulations**

The Rules and Regulations of the Cooperative as on file with the Arizona Corporation Commission shall apply to Customers provided service under this Service Schedule where not expressly inconsistent with this Service Schedule. The Commission has waived MEC's compliance with the applicable provisions of its rules governing Establishment of Service (A.C.C. R14-2-203), Billing and Collection (A.C.C. R14-2-210, and Termination of Service (A.C.C. R14-2-211).

**Prepaid Service – Express Conditions**

1. Application for Optional Prepaid Service: To receive optional prepaid service the Customer shall:
  - a. Be a standard service residential customer (including providing a completed Residential Membership Application) meeting the requirements set forth above under Availability and Application and Type of Service.
  - b. Execute a Prepaid Metering Agreement requesting this optional service.
  - c. Pay any outstanding balance or pay an agreed upon portion of the outstanding balance and enter into a payment agreement pursuant to Subsection 110-G of the Cooperative's rules and regulations.
  - d. Pay the Cooperative's Establishment Fee and an agreed upon prepay amount of not less than \$ 40.00 upon subscribing to the prepaid metering option.
  - e. Have voice message, e-mail or text message capability in order to receive the messages and low balance alerts. Customers must have at least two reliable methods of receiving messages and low balance alerts, but one can be through a backup contact person.
2. Customer Deposits:
  - a. No additional customer deposit will be required. Prepayments are not deemed deposits and are not eligible for interest pursuant to Subsection 102-C 3.d. of the Cooperative's rules and regulations.
  - b. Deposits of an existing Customer electing to receive optional prepaid service under this rate schedule shall first be applied against any outstanding bill. Once the remaining deposit is subject to refund pursuant to Subsection 102-C 3.c. of the Cooperative's rules and regulations, any balance will be applied to their prepaid account.

RESIDENTIAL SERVICE  
SCHEDULE PRS

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3. Account Information and Billing:
- a. Monthly statements will still be generated for service provided under this optional prepaid service rate schedule covering monthly usage during the billing cycle.
  - b. Account information relating to a customer's remaining prepaid balance can be accessed through:
    - 1) The Cooperative's business offices during normal business hours.
    - 2) Integrated Voice Recognition (IVR) at 1-877-371-9379 (select Option #1).
    - 3) On line at [www.mohaveelectric.com](http://www.mohaveelectric.com) 24 hours a day.
  - c. The Cooperative shall update the remaining prepaid balance at least once each business day, subject to system operational difficulties.
  - d. Historical average daily usage information will be available ~~on line or at the Cooperative's business offices.~~ Actual daily usage can only be secured through the Cooperative's business offices or on line.
  - e. The billing information made available on line and through the Cooperative's business office shall contain the minimum bill information set forth in Subsection 110-A of the Cooperative's rules and regulations, except that daily billed kWh usage shall ~~only be available through the Cooperative's business offices~~ or on line and no kW demand will be provided.
4. Payments: The residential Customer may make subsequent prepayments as often as desired by making payments in person at the Cooperative's office, or by mailed check; or any time, including after hours, by utilization of the Cooperative's electronic payment system found on the Cooperative's website, or the Cooperative's IVR remote payment system at no cost in fees to the residential Customer. The website and IVR payment systems require a minimum payment of \$5.00.
5. Disconnection: Disconnection of prepaid service ~~shall~~ may be made remotely without an on-site visit when the Customer's prepaid balance reaches zero, except that no disconnection shall occur:
- a. When the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast. The ACC may determine that other weather conditions are especially dangerous to health as the need arises.
  - b. Outside normal business hours. Normal business hours are Monday – Friday 8:00 a.m. to 5:00 p.m., excluding Cooperative recognized holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas. Usually when falling on Saturday, the Friday before is treated as the holiday and when falling on Sunday, the Monday after is treated as the holiday. The actual dates of all holidays for the calendar year will be posted on the Cooperative's website.
6. Notice: In lieu of written notice of disconnect pursuant to Subsection 111-C of the Cooperative's rules and regulations, the Cooperative shall notify the Customer by electronic mail or text messaging, where provided, and by interactive voice response phone call at the

**RESIDENTIAL SERVICE  
SCHEDULE PRS**

number provided by the Customer reminding the residential Customer that additional prepaid funds are necessary as the current prepaid amount becomes nearly consumed.

- a. Notice shall be generated daily once the Customer's credit balance is less than:
- 1) \$25.00 from October 1 to February 28 or 29
  - 2) \$35.00 from March 1 to June 30
  - 3) \$50.00 from July 1 to September 30.

7. Re-Establishing Disconnected Service:

- a. Should the residential Customer neglect to make payment prior to disconnection, an additional payment to restore the prepaid balance to not less than \$ 20.00 is necessary to re-establish service. Payment may be made through any of the means described above in paragraph (4). Service will be restored no later than the following business day. For the Customer's safety and to protect property, the Customer must then push the reset button at the meter to re-establish service.
- b. An account will be closed if the disconnected service has not been re-established before the close of the then current monthly billing cycle for the service location, but not less than 10 days after disconnection. The Cooperative (i) will notify the Customer the account is closed in the same manner the Customer received messages and alerts of a low balance and (ii) will also mail a final bill for all unpaid charges to the Customer's last known address on file with the Cooperative. In addition to satisfying paragraph 7a, the Customer must pay an Establishment Fee to re-establish a closed account.

8. Opting In or Out of Prepaid Service:

- a. Any residential Customer of the Cooperative may opt-in or opt-out of prepaid metering service at any time; however the residential customer may change rate options no more than two (2) times in a calendar year, including the initial election of the prepaid metering option.
- b. Any residential Customer who opts-out of this rate and continues service with the Cooperative will be required to:
- 1) Pay an Establishment Fee, and
  - 2) Re-establish credit with the Cooperative as set forth in Subsection 102-E of the Cooperative's rules and regulations; provided, however, utilization of the prepaid metering option for a period of twelve (12) consecutive months without disconnection of service shall have demonstrated the establishment, or re-establishment of satisfactory credit with the Cooperative and shall not be required to post a deposit for continuing service.
- c. Any prepaid balance that remains at the time of transfer to another rate schedule will be applied toward the Establishment Fee, then toward the deposit, then to any balance remaining under a payment agreement and finally, if any balance still remains, as a credit on the first billing.

**Contract**

If service is requested in the Cooperative's Certificated Area and the provision outlined in the Availability Clause of this rate tariff cannot be met, it will be necessary for the Cooperative and customer to mutually agree, in a written contract, on the conditions under which service will be made available.

**ELECTRIC RATES**

**MOHAVE ELECTRIC COOPERATIVE, INCORPORATED**

**1999 Arena Drive**

**Bullhead City, Arizona 86442**

**Filed By: J. Tyler Carlson**

**Title: CEO/General Manager**

Effective Date: November 1, 2012

**STANDARD OFFER TARIFF**

**OPTIONAL PREPAID RESIDENTIAL SERVICE  
SCHEDULE PRS**

**Availability**

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**Application and Type of Service**

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| RESIDENTIAL SERVICE<br>PRS               | Power<br>Supply | Distribution Charges |                  |          |            |            | Total Rate |
|--|-----------------|----------------------|------------------|----------|------------|------------|------------|
|  |                 | Metering             | Meter<br>Reading | Billing  | Access     | Total      |            |
| Customer Charge<br>(\$/Customer/Day)     |                 | \$0.0999             | \$0.0355         | \$0.1660 | \$0.2410   | \$0.5424   | \$0.5424   |
| Energy Charge (\$/kWh)<br>(Single Phase) |                 |                      |                  |          |            |            |            |
| First 400 kWh per month                  | \$0.095280      |                      |                  |          | \$0.001093 | \$0.001093 | \$0.096373 |
| Next 600 kWh per month                   | \$0.095280      |                      |                  |          | \$0.011093 | \$0.011093 | \$0.106373 |
| Over 1,000 kWh per month                 | \$0.095280      |                      |                  |          | \$0.021093 | \$0.021093 | \$0.116373 |

**RESIDENTIAL SERVICE  
SCHEDULE PRS**

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**Minimum Monthly Charge**

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1. The Customer Charge
2. The amount specified in the written contract between the Cooperative and the Customer.

**Billing Adjustments and Adders**

This rate is subject to all billing adjustments outlined in Schedule A.

**Other Charges**

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**Rules and Regulations**

The Rules and Regulations of the Cooperative as on file with the Arizona Corporation Commission shall apply to Customers provided service under this Service Schedule where not expressly inconsistent with this Service Schedule. The Commission has waived MEC's compliance with the applicable provisions of its rules governing Establishment of Service (A.C.C. R14-2-203), Billing and Collection (A.C.C. R14-2-210, and Termination of Service (A.C.C. R14-2-211).

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  - a. No additional customer deposit will be required. Prepayments are not deemed deposits and are not eligible for interest pursuant to Subsection 102-C 3.d. of the Cooperative's rules and regulations.
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RESIDENTIAL SERVICE  
SCHEDULE PRS

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    - 2) Integrated Voice Recognition (IVR) at 1-877-371-9379 (select Option #1).
    - 3) On line at [www.mohaveelectric.com](http://www.mohaveelectric.com) 24 hours a day.
  - c. The Cooperative shall update the remaining prepaid balance at least once each business day, subject to system operational difficulties.
  - d. Historical average daily usage information will be available at the Cooperative's business offices. Actual daily usage can only be secured through the Cooperative's business offices or on line.
  - e. The billing information made available on line and through the Cooperative's business office shall contain the minimum bill information set forth in Subsection 110-A of the Cooperative's rules and regulations, except that daily billed kWh usage shall be available through the Cooperative's business offices or on line and no kW demand will be provided.
4. Payments: The residential Customer may make subsequent prepayments as often as desired by making payments in person at the Cooperative's office, or by mailed check; or any time, including after hours, by utilization of the Cooperative's electronic payment system found on the Cooperative's website, or the Cooperative's IVR remote payment system at no cost in fees to the residential Customer. The website and IVR payment systems require a minimum payment of \$5.00.
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- a. When the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast. The ACC may determine that other weather conditions are especially dangerous to health as the need arises.
  - b. Outside normal business hours. Normal business hours are Monday – Friday 8:00 a.m. to 5:00 p.m., excluding Cooperative recognized holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas. Usually when falling on Saturday, the Friday before is treated as the holiday and when falling on Sunday, the Monday after is treated as the holiday. The actual dates of all holidays for the calendar year will be posted on the Cooperative's website.
6. Notice: In lieu of written notice of disconnect pursuant to Subsection 111-C of the Cooperative's rules and regulations, the Cooperative shall notify the Customer by electronic mail or text messaging, where provided, and by interactive voice response phone call at the

**RESIDENTIAL SERVICE  
SCHEDULE PRS**

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number provided by the Customer reminding the residential Customer that additional prepaid funds are necessary as the current prepaid amount becomes nearly consumed.

a. Notice shall be generated daily once the Customer's credit balance is less than:

- 1) \$25.00 from October 1 to February 28 or 29
- 2) \$35.00 from March 1 to June 30
- 3) \$50.00 from July 1 to September 30.

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a. Should the residential Customer neglect to make payment prior to disconnection, an additional payment to restore the prepaid balance to not less than \$ 20.00 is necessary to re-establish service. Payment may be made through any of the means described above in paragraph (4). Service will be restored no later than the following business day. For the Customer's safety and to protect property, the Customer must then push the reset button at the meter to re-establish service.

b. An account will be closed if the disconnected service has not been re-established before the close of the then current monthly billing cycle for the service location, but not less than 10 days after disconnection. The Cooperative (i) will notify the Customer the account is closed in the same manner the Customer received messages and alerts of a low balance and (ii) will also mail a final bill for all unpaid charges to the Customer's last known address on file with the Cooperative. In addition to satisfying paragraph 7a, the Customer must pay an Establishment Fee to re-establish a closed account.

8. Opting In or Out of Prepaid Service:

a. Any residential Customer of the Cooperative may opt-in or opt-out of prepaid metering service at any time; however the residential customer may change rate options no more than two (2) times in a calendar year, including the initial election of the prepaid metering option.

b. Any residential Customer who opts-out of this rate and continues service with the Cooperative will be required to:

- 1) Pay an Establishment Fee, and
- 2) Re-establish credit with the Cooperative as set forth in Subsection 102-E of the Cooperative's rules and regulations; provided, however, utilization of the prepaid metering option for a period of twelve (12) consecutive months without disconnection of service shall have demonstrated the establishment, or re-establishment of satisfactory credit with the Cooperative and shall not be required to post a deposit for continuing service.

c. Any prepaid balance that remains at the time of transfer to another rate schedule will be applied toward the Establishment Fee, then toward the deposit, then to any balance remaining under a payment agreement and finally, if any balance still remains, as a credit on the first billing.

**Contract**

If service is requested in the Cooperative's Certificated Area and the provision outlined in the Availability Clause of this rate tariff cannot be met, it will be necessary for the Cooperative and customer to mutually agree, in a written contract, on the conditions under which service will be made available.

**Mohave Electric Cooperative (MEC)  
Prepaid Service Agreement**

The Prepaid Service ~~Program~~ Plan (the "Plan") is an optional program approved by the Arizona Corporation Commission for MEC's qualifying standard offer, single phase residential customers who desire to alleviate the financial impact of posting a deposit or otherwise securing their service account. It is not available to time-of-use, net metering or critical (medical necessity) customers or for those participating in the Budget Payment Plan. The Plan is not suitable for members that are unable or unwilling to receive, recognize and respond to low balance warnings or to reach and push the reconnect button located at the meter in the case service is disconnected. The Plan is designed to give the member more control over their electric usage and more opportunities to reduce their electricity costs. Some of the plan's features that are designed to help members include:

- No requirement for a security deposit
- Smaller, more frequent payments can be made on the account
- Avoid late fees
- Monitor usage- online or by contacting MEC business offices.

Payments can be made on the Plan utilizing any of MEC's payment systems, including online payments, electronic telephone payments (1-877-371-9379, select Option#1) and payments at our Customer Service office during normal MEC business hours. The Plan offers the members access to their current and historical consumption to assist them in managing their prepaid service. Once a member has registered online, this history can be accessed and their contact information updated with a secured member login at MEC's member website. Alternatively, the Customer can contact the Cooperative's business offices during normal business hours. Daily usage information is ~~only~~ available through MEC's website and business offices. The information is updated once prior to the start of each business day.

~~Mohave's~~ MEC's Prepaid Service ~~Program~~ Plan is available to qualifying residential customers where ~~Mohave~~ MEC has installed the new AMI digital metering technology and can connect and disconnect your service remotely so no serviceman is needed to be dispatched. However, to protect property and the Customer's safety, the Customer must push a reset button at the meter to re-establish service.

Initial

\_\_\_\_\_ **Electric service is subject to immediate disconnection any time during normal business hours (M-F, 8 a.m. to 5 p.m., excluding holidays\*) if an account does not have a credit (prepaid) balance, except where the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast, or other weather conditions as determined by the Arizona Corporation Commission.**

- ~~Members can~~ \_\_\_\_\_ Members that provide an email contact will receive a daily email that shows their usage in kWh and remaining prepaid balance in kWh as well as monetary amount remaining. Members can also access their balance on the MEC website, telephonically through the MEC integrated voice recognition system (1-877-371-9379, select Option#1) or by calling MEC business offices, during normal business hours, by calling MEC business offices. The balance information is updated before the start of each business day.
- \_\_\_\_\_ The member will receive recorded voice and electronic message warning notices of low prepaid balances on their account once the balance is less than pre-determined dollar limits that vary seasonally as set forth in its PRS Tariff (currently \$25 Oct. Feb.; \$35 March June; \$50 July Sept.) MEC's Prepaid Residential Services ("PRS") Tariff. Warnings will be provided by email, phone or text message to the phone numbers and email addresses designated by the member. These messages will be sent daily until the prepaid balance is exhausted. Other methods of notification may be used with the consent of MEC and the customer.
- ~~The prepaid account will be disconnected at the start of the first business day after the account no longer has a prepaid balance.~~ \_\_\_\_\_ When the prepaid balance reaches zero, the recorded voice and electronic message warning notices will indicate that disconnection will occur the next business day. It is the member's responsibility to make adequate payment to avoid disconnection, and to bring their account back to a prepaid balance of at least \$20.00 after disconnection in order to have service restored. Upon the member re-establishing the minimum prepaid balance, service will be restored no

Effective November 1, 2012 **Mohave Rejoinder Exhibit JTC-3**

**Mohave Electric Cooperative (MEC)  
Prepaid Service Agreement**

later than the following business day, subject to the member pushing the reset button at the meter and operational constraints, such as outages and equipment failures.

- \_\_\_\_\_ The account will be closed after disconnection if the minimum prepaid account balance has not been re-established by the end of the billing cycle applicable to the service location, but not less than 10 days after disconnection. If the account is closed MEC's Establishment Fee of \$40 will also need to be paid to re-establish prepaid service.

Prepaid accounts will be administered in accordance with MEC's Rules and Regulations and Tariffs, approved by the Arizona Corporation Commission, that apply to Prepaid Service (Subsection 102-I and Rate Schedule PRS), as amended from time to time. The Commission has waived MEC's compliance with the applicable provisions of its rules governing Establishment of Service (A.C.C. R14-2-203), Billing and Collection (A.C.C. R14-2-210, and Termination of Service (A.C.C. R14-2-211).

**Initial**

\_\_\_\_\_ Member recognizes the need to be able to receive, recognize and respond to low balance warnings and to be able to reach and push the reconnect button located at their meter in the event service is disconnected for any reason. Upon becoming unable to meet the foregoing conditions, Member shall notify MEC within 10 days and transfer to standard (postpaid) service, including payment of any deposit and fees required under MEC's Rules and Regulations.

- \_\_\_\_\_ Member authorizes MEC to charge their prepaid account for electric services rendered in accordance with the Rules and Regulations and Tariffs of the Cooperative.
- \_\_\_\_\_ Member has the ability to access their consumption history as described above and it is their responsibility to utilize the balance information and their consumption in order to maintain a prepaid balance in their account at all times to avoid disconnection of service.
- \_\_\_\_\_ Member is responsible for maintaining accurate contact information including telephone number, email address and mailing address at all times.
- \_\_\_\_\_ Member Holds Harmless MEC, its directors, officers, employee and agents for damages resulting from disconnecting service in accordance with approved tariffs and rules and regulations of the Cooperative.

\* New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas. Usually when falling on Saturday, the Friday before is treated as the holiday and when falling on Sunday, the Monday after is treated as the holiday. The current year's holidays are listed on the Cooperative's website.

I have carefully read and I understand the terms within the Mohave Prepaid Service Agreement and understand the difference between prepaid service and standard residential (post paid) service. I am requesting that MEC establish prepaid electric service for my account.

Account Number \_\_\_\_\_

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Contact Mailing Address \_\_\_\_\_

Must provide at least two, but no more than four: \_\_\_\_\_ Identify, and identify order preference (1 - 4)

**(Indicate Name of any person whose number is being provided as a backup)**

Contact Email Address(es) \_\_\_\_\_

Contact Telephone Number(s) \_\_\_\_\_

Effective November 1, 2012 ~~Mohave Rejoinder Exhibit JTC-3~~

**Mohave Electric Cooperative (MEC)**  
**Prepaid Service Agreement**

Text Message Number(s) \_\_\_\_\_

Effective November 1, 2012 ~~Mohave Rejoinder Exhibit JTC-3~~

## **Mohave Electric Cooperative (MEC) Prepaid Service Agreement**

The Prepaid Service Plan (the "Plan") is an optional program approved by the Arizona Corporation Commission for MEC's qualifying standard offer, single phase residential customers who desire to alleviate the financial impact of posting a deposit or otherwise securing their service account. It is not available to time-of-use, net metering or critical (medical necessity) customers or for those participating in the Budget Payment Plan. The Plan is not suitable for members that are unable or unwilling to receive, recognize and respond to low balance warnings or to reach and push the reconnect button located at the meter in the case service is disconnected. The Plan is designed to give the member more control over their electric usage and more opportunities to reduce their electricity costs. Some of the plan's features that are designed to help members include:

- No requirement for a security deposit
- Smaller, more frequent payments can be made on the account
- Avoid late fees
- Monitor usage online or by contacting MEC business offices.

Payments can be made on the Plan utilizing any of MEC's payment systems, including online payments, electronic telephone payments (1-877-371-9379, select Option#1) and payments at our Customer Service office during normal MEC business hours. The Plan offers the members access to their current and historical consumption to assist them in managing their prepaid service. Once a member has registered online, this history can be accessed and their contact information updated with a secured member login at MEC's member website. Alternatively, the Customer can contact the Cooperative's business offices during normal business hours. Daily usage information is available through MEC's website and business offices. The information is updated once prior to the start of each business day.

MEC's Prepaid Service Plan is available to qualifying residential customers where MEC has installed the new AMI digital metering technology and can connect and disconnect your service remotely so no serviceman is needed to be dispatched. However, to protect property and the Customer's safety, the Customer must push a reset button at the meter to re-establish service.

### **Initial**

\_\_\_\_\_ **Electric service is subject to immediate disconnection any time during normal business hours (M-F, 8 a.m. to 5 p.m., excluding holidays\*) if an account does not have a credit (prepaid) balance**, except where the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast, or other weather conditions as determined by the Arizona Corporation Commission.

\_\_\_\_\_ Members that provide an email contact will receive a daily email that shows their usage in kWh and remaining prepaid balance in kWh as well as monetary amount remaining. Members can also access their balance on the MEC website, telephonically through the MEC integrated voice recognition system **(1-877-371-9379, select Option#1)** or by calling MEC business offices, during normal business hours. The balance information is updated before the start of each business day.

\_\_\_\_\_ The member will receive recorded voice and electronic message warning notices of low prepaid balances on their account once the balance is less than pre-determined dollar limits that vary seasonally as set forth in MEC's Prepaid Residential Services ("PRS") Tariff. Warnings will be provided by email, phone or text message to the phone numbers and email addresses designated by the member. These messages will be sent daily until the prepaid balance is exhausted. Other methods of notification may be used with the consent of MEC and the customer.

\_\_\_\_\_ When the prepaid balance reaches zero, the recorded voice and electronic message warning notices will indicate that disconnection will occur the next business day. It is the member's responsibility to make adequate payment to avoid disconnection, and to bring their account back to a prepaid balance of at least \$20 after disconnection in order to have service restored. Upon the member re-establishing the minimum prepaid balance, service will be restored no later than the following business day, subject to the member pushing the reset button at the meter and operational constraints, such as outages and equipment failures.

\_\_\_\_\_ The account will be closed after disconnection if the minimum prepaid account balance has not been re-established by the end of the billing cycle applicable to the service location, but not less than 10 days after disconnection. If the account is closed MEC's Establishment Fee of \$40 will also need to be paid to re-establish prepaid service.

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Prepaid Service Agreement**

Prepaid accounts will be administered in accordance with MEC's Rules and Regulations and Tariffs, approved by the Arizona Corporation Commission, that apply to Prepaid Service (Subsection 102-1 and Rate Schedule PRS), as amended from time to time. The Commission has waived MEC's compliance with the applicable provisions of its rules governing Establishment of Service (A.C.C. R14-2-203), Billing and Collection (A.C.C. R14-2-210, and Termination of Service (A.C.C. R14-2-211).

**Initial**

- \_\_\_\_\_ Member recognizes the need to be able to receive, recognize and respond to low balance warnings and to be able to reach and push the reconnect button located at their meter in the event service is disconnected for any reason. Upon becoming unable to meet the foregoing conditions, Member shall notify MEC within 10 days and transfer to standard (postpaid) service, including payment of any deposit and fees required under MEC's Rules and Regulations.
- \_\_\_\_\_ Member authorizes MEC to charge their prepaid account for electric services rendered in accordance with the Rules and Regulations and Tariffs of the Cooperative.
- \_\_\_\_\_ Member has the ability to access their consumption history as described above and it is their responsibility to utilize the balance information and their consumption in order to maintain a prepaid balance in their account at all times to avoid disconnection of service.
- \_\_\_\_\_ Member is responsible for maintaining accurate contact information including telephone number, email address and mailing address at all times.
- \_\_\_\_\_ Member *Holds Harmless MEC, its directors, officers, employee and agents* for damages resulting from disconnecting service in accordance with approved tariffs and rules and regulations of the Cooperative.

\* New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas. Usually when falling on Saturday, the Friday before is treated as the holiday and when falling on Sunday, the Monday after is treated as the holiday. The current year's holidays are listed on the Cooperative's website.

**I have carefully read and I understand the terms within the Mohave Prepaid Service Agreement and understand the difference between prepaid service and standard residential (post paid) service. I am requesting that MEC establish prepaid electric service for my account.**

**Account Number** \_\_\_\_\_

**Member Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Member Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Contact Mailing Address** \_\_\_\_\_

**Must provide at least two, but no more than four, and identify order preference (1 - 4)**

**(Indicate Name of any person whose number is being provided as a backup)**

**Contact Email Address(es)** \_\_\_\_\_

**Contact Telephone Number(s)** \_\_\_\_\_

**Text Message Number(s)** \_\_\_\_\_