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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

SUSAN BITTER SMITH, CHAIRMAN  
BOB STUMP  
BOB BURNS  
DOUG LITTLE  
TOM FORESE

2015 JUN 11 P 4: 34  
AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF )  
TRICO ELECTRIC COOPERATIVE, INC., AN )  
ARIZONA CORPORATION, FOR APPROVAL )  
OF ITS PREPAID PILOT PROGRAM. )

DOCKET NO. E-01461A-14-0260

**NOTICE OF FILING  
COMPLIANCE**

Trico Electric Cooperative, Inc., an Arizona not-for-profit corporation, ("Trico" or "Company"), through undersigned counsel, hereby files an updated version of its Prepaid Service Application/Agreement, which replaces the version docketed on June 2, 2015.

RESPECTFULLY SUBMITTED this 11<sup>th</sup> day of June, 2015.

Trico Electric Cooperative, Inc.

By

Michael W. Patten  
SNELL & WILMER  
One Arizona Center  
400 East Van Buren Street, Suite 1900  
Phoenix, Arizona 85004

Attorneys for Trico Electric Cooperative, Inc.

Original and thirteen copies of the foregoing filed this 11<sup>th</sup> day of June, 2015, with:

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

Arizona Corporation Commission

**DOCKETED**

JUN 11 2015

DOCKETED BY	<u>BTU</u>
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1 Copy of the foregoing hand-delivered  
this 11<sup>th</sup> day of June, 2015, to:

2  
3 Candrea Allen  
4 Utilities Division  
5 Arizona Corporation Commission  
6 1200 West Washington Street  
7 Phoenix, Arizona 85007

8 Brian Bozzo  
9 Compliance Section  
10 Utilities Division  
11 Arizona Corporation Commission  
12 1200 West Washington Street  
13 Phoenix, Arizona 85007

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By Jaclyn Howard



## APPLICATION FOR RESIDENTIAL PREPAID SERVICE

Residential Prepaid Service allows you to open an account without paying a security deposit. It allows you to pay as little and as often as you need to maintain a credit-balance. Prepaid rate (Schedule RPS) may not be suitable to all Members and is not available to non-residential, time-of-use, net metering or critical load (medical necessity) customers or for those participating in the Budget Billing program.

- **New Members:** A New Membership will be established with a \$50.00 service charge. A minimum \$50.00 credit for daily usage/monthly fees is required for initial service, which is also required for standard residential accounts.
- **Existing Members:** Your deposit (if applicable) is applied toward any outstanding balance of the post-paid account with the remaining credit (if applicable) applied to your prepaid service. A minimum \$50.00 credit for daily usage/monthly fees are required for initial prepaid service.
- The prepaid account balance is calculated daily with adjustments of all charges and fees deducted from the prepaid credit balance. The balance is reduced by kWh consumption and fees and increased when payments are applied. The account will be reconciled once per month but a statement will not be provided. In the event a valid meter reading cannot be acquired, the Estimation Methodologies Rate is applicable for purposes of bill estimation. The methodology may be found in the Trico Standard Offer Tariff – Estimation Methodologies, Schedule EM.
- Members can access their prepaid account balances and monitor usage online at [trico.smarthub.coop](http://trico.smarthub.coop).
- Members can update payment information and make payments online at [trico.smarthub.coop](http://trico.smarthub.coop), or by contacting or visiting Trico's office during normal business hours or by calling 520-744-2944 and following the payment option prompts.
- The Member is responsible for ensuring that a credit balance is maintained on their prepaid account to avoid disconnection. Prepaid Members must be able to receive low balance notification via email, phone or text messages.
- Daily notifications will be issued when the Member's credit balance is less than four times their current daily average usage.
- The Member is solely responsible for managing and updating the notification settings on their prepaid account (found online at [trico.smarthub.coop](http://trico.smarthub.coop)) – including keeping contact information current.
- When the prepaid balance reaches zero (\$0.00), service is subject to disconnect – Monday to Friday 9:00 am to 2:00 pm, excluding Holidays\*. A minimum payment of \$20.00 is required to restore a prepaid credit balance.
- If the prepaid account is disconnected because the account has a positive/debit balance and does not become current within 10 days, the account will be considered closed and the Cooperative will mail a final bill for all unpaid charges to the last known address on file.
- Trico will uniformly apply Service Rule 358 Non-Permissible Reasons to Terminate Electric Service to postpaid and prepaid accounts.
- Prepaid service accounts terminated at the request of the Member will receive a refund of any remaining credit after all final bill amounts have been calculated and deducted.
- The Member may elect to convert the prepaid account to a postpaid service account once per six month period. Trico may require full payment of a deposit and balances due as a condition of continued service.
- Any insufficient funds payments and resulting fees will be charged to the Member's account immediately. If this causes the credit balance to be exhausted, service is subject to immediate disconnect.

The Member holds harmless Trico, its directors, officers, employees and agents for damages resulting from disconnecting service in accordance with approved tariffs and rules and regulations of the Cooperative.

**Option for Customers with an outstanding balance of no more than \$400.00:**

*I agree that \_\_\_\_\_ % of each prepaid payment will be applied to the outstanding debt, with an appropriate number of payments to pay off the balance within four months or as agreed by Trico and the Members as follows:*

\$ \_\_\_\_\_ (Debt Amount)                      \_\_\_\_\_ (Number of Months)

Member Initials: \_\_\_\_\_                      Trico Member Service Rep Initials: \_\_\_\_\_

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

Member Name \_\_\_\_\_ Account No. \_\_\_\_\_

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

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Mailing Address

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

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

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

Information for receiving balance alerts:

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

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

Name, Contact Number, mailing and email address of person provided as back up:

\*Holidays: New Year's Day, President's Day, Memorial Day, Martin Luther King Jr. Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day. Usually when falling on a Saturday, the Friday before is treated as the Holiday and when falling on Sunday, the Monday after is treated as the Holiday.