

**GARKANE ENERGY COOPERATIVE, INC.**  
**ELECTRIC SERVICE**  
**STATE OF ARIZONA**  
**SCHEDULE NO. RES02**  
**VOLUNTARY RESIDENTIAL PREPAID SERVICE**

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**AVAILABILITY:** Available, on a voluntary basis, to customers at any point on the Cooperative’s interconnected system within those portions of its Arizona service territory with the capability of providing residential prepaid service to customers otherwise served under the Cooperative’s Rate Schedules RES01 or ACC01 (Colorado City) for all Single Family Dwellings subject to the Cooperative’s established rules and regulations. The capacity of individual motors served under this Schedule will not exceed 10 H.P. This rate not for resale.

Participation allowed under this Tariff shall be determined by the Cooperative. Customers specified under Arizona Administrative Code R14-2-211.A.5 or with loans or special billings shall not be eligible for Schedule RES02. Those ineligible Customers include, but are not limited to, those where termination of service would be especially dangerous to the health of the customer, as determined by a licensed medical physician; those customers where life supporting equipment used in the home is dependent on utility service; and those customers where weather would be especially dangerous to health.

**APPLICATION:** This Schedule is for alternating current electric service supplied at approximately 120/240 volts single phase at a maximum of 200 amps through one kilowatt-hour meter at a single point of delivery for all service required on the premises for residential purposes. Applicable, by request of the customer only, when all service is supplied at one Point of Delivery through a single Service Line and energy is metered through one Meter suitable for prepaid service.

**CUSTOMER CHARGE AND RATE:**

<b><u>Voluntary Prepaid for:</u></b>	<b><u>Customer Charge</u></b> (\$/Customer Day)	<b><u>kWh Charge</u></b>
<b><u>Rate RES01</u></b> Excludes Colorado City	<b><u>\$ 0.986300</u></b>	<b><u>\$ 0.076900</u></b>
<b><u>Rate ACC 01</u></b> (Colorado City)	<b><u>\$ 0.88767</u></b>	<b><u>\$ 0.107800</u></b>

**BILLING ADJUSTMENTS:** This rate schedule is subject to all billing adjustments approved by the Arizona Corporation Commission (“ACC”) applicable to Schedules RES01 and ACC01, such as:

1. Wholesale Power and Fuel Cost Adjustment as referenced on Schedules RES01 & ACC01
2. Tax Adjustments as referenced on Schedules RES01 & ACC01

In the event a valid meter reading cannot be acquired, the bill may be estimated using the methodology found in the Cooperative’s Estimation Methodologies Tariff, Schedule AZEM.

**SERVICE CONDITIONS:** Service under this Schedule will be in accordance with the terms of the Cooperative’s Application for Service and Membership and the separate Prepaid electric Service Application. Additionally, the rules and regulations of the ACC and the Electric Service Regulations of the Cooperative on file with and approved by the ACC, including future applicable amendments, will be considered as forming a part of and incorporated in said Agreement, except that the applicable provisions of the ACC’s 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) and the following Electric Service Regulations of the Cooperative (based on A.A.C. R14-2-201 to 213)

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shall **NOT** apply to this schedule:

1. Regulation 22 – Company’s Right to Cancel Service Agreement or to Terminate or Suspend Service
2. Regulation 47 – Billing Periods
3. Regulation 48 – Minimums
4. Regulation 50 – Billing Seasonal Customers
5. Regulation 51 – Payment of Bills
6. Regulation 53 – Charge for Restoring Service
7. Regulation 53 – Change to Optional Rate Schedule
8. Regulation 61 – Deposits, When Required
9. Regulation 62 – Deposits, Third Party Guarantees
10. Regulation 63 – Deposits, Interest
11. Regulation 64 – Deposits, Refunds

**SERVICE CONDITIONS APPLICABLE TO PREPAID METERING SERVICE ONLY**

- A. **AVAILABILITY:** The Prepaid Electric Service is available only to new or existing residential customers with the following exceptions:
- (1) Residential critical load customers (which includes customers identified under A.A.C.R14-2-211.A.5 and those customers under appropriate circumstances but beyond the scope of AAC R14-211.A.5.
  - (2) Invoice groups which include loans or special billing.
  - (3) Customer must have a valid email account and phone capable of receiving the messages and low balance alerts.
- B. **ENROLLMENT:** Customer must make a request and complete a Prepaid Electric Service Application.
- (1) In addition to meeting the conditions in Section A, above, the prepaid applicant is encouraged to provide the following:
    - a. Secondary email address;
    - b. Cell phone number with text capability and/or second phone number; and
    - c. Other approved method of communication other than US Postal Mail.
  - (2) The Cooperative will allow enrollment into prepaid service if the customer meets the eligibility requirements including:
    - a. The Customer must pay all applicable fees prior to commencement of service, including a New Service charge; if not an existing customer, any applicable impact fee; and any outstanding charges for electric service at the service location if the customer of record or residing at the service location when the service was provided, subject to Section E.3 below.
    - b. Once a \$50.00 credit balance has been established to activate the account.
- C. **BILLING, PAYMENTS, AND INFORMATION:** Paper statements will not be provided under the prepaid program. Billing information, as well as payment and account information can be obtained without charge at:
- (1) Garkane business offices - during normal business hours.
  - (2) Online <https://garkaneenergy.smarthub.coop> – 24 hours a day.
  - (3) Kiosk-various locations – 24 hours a day.
- D. **ESTIMATING PREPAID ELECTRIC BALANCES AND CUSTOMER NOTICES:**
- (1) As energy is consumed, the credit balance is reduced until either the balance is exhausted or additional payments are added to the balance. Balances can be checked online at [www.garkaneenergy.com](http://www.garkaneenergy.com) any time.
  - (2) Garkane’s web interface can provide an estimate of how long the prepaid credit will last according to current usage.

APPROVED: Decision No.:

EFFECTIVE: September 1, 2024

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- (3) Customers can be notified of their estimated balance by email, and/or other electronic means if customer provides the necessary contact information.
- a. The notice will be generated daily when the Customer's credit balance is less than their current daily average usage times 4. The daily average usage will be calculated using up to the previous thirty (30) days of consumption history.
  - b. These estimates are based on the historic information available but can be affected by changes in the customer's usage or needs. The customer is responsible for ensuring that a credit balance is maintained on the account.
- E. TRANSFERS AND OPTIONAL DEBT RECOVERY FOR OUTSTANDING BALANCES:
- (1) Accounts that are on existing post-paid electric service may be converted to prepaid electric service.
  - (2) When an existing customer converts from post-paid residential service, the existing deposit, if any, is applied toward any outstanding balance of the post-paid account with the remaining credit applied to prepaid service.
  - (3) All post-paid fees and unbilled energy charges must be paid in full except for the provisions below:
    - a. Prepaid accounts are not eligible for payment arrangements. However, there is a debt recovery feature available within limits to recover amounts due from the prior post-paid account, when applying for prepaid service. A percentage (20% to 50%) of each prepaid electric service payment can be applied to an outstanding debt up to \$400.00.
    - b. Outstanding amounts over \$400.00 must be paid down to the \$400.00 level prior to being eligible for the prepaid electric service program.
    - c. The Customer agrees to make prepaid payments of sufficient amounts to pay down the outstanding amounts in no more than four (4) months.
    - d. If the Customer fails to pay the outstanding balance within the four (4) months allowed, Garkane has the right to disconnect the prepaid service until the outstanding balance is paid in full.
- F. TERMINATING AND RESTORING PREPAID ELECTRIC SERVICE: Prepaid meters are equipped to allow remote disconnection / reconnection of service.
- (1) Service terminated at the request of the customer will receive a refund of any remaining credit on the account after all final bill amounts have been calculated.
  - (2) **Electric service is subject to immediate disconnection any time, seven days a week, 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. Disconnection will occur on the first day not precluded by the weather forecast or when the minimum temperature is exceeded.
  - (3) Following a disconnect because the account does not have a credit balance, the customer must pay any unpaid balance from the result of energy consumption from the time the account has reached a zero (\$0.00) balance and when the Cooperative issued the disconnection command, plus purchase a minimum of \$20.00 prepaid electric service, if applicable, before service is reconnected.
  - (4) If an account is disconnected because the account does not have a credit balance and does not become current after ten (10) days, the account will be considered closed and the Cooperative will mail a final bill to the last known address of the customer on file for all unpaid charges.