

**KUA POLICY
FOR
PREPAYMENT METERS**

The KUA will:

1. Utilize the prepayment meters to assist customers in budgeting for their electric services, promote conservation and improve customer relations.
2. Apply the following criteria in the order as stated for the installation of Prepayment Meters for KUA customers:

First Criteria: In order to assist customers in budgeting for electric services, The first consideration for the installation of prepayment meters will be given to delinquent account customers with more than \$100.00 in past due accounts and average monthly billing of more than \$50.00.

Second Criteria: In order to promote customer relations and positive outlook of the prepayment meters, the second consideration will be given to the KUA Board of Directors, KUA employees, State Governors, Department Directors, State Court Judges, Speaker, Vice Speakers, and members of the Kosrae State Legislature, administrators of State Government Agencies, Mayors and Councilman of the Municipal Government and Officials representing Kosrae to the FSM Government. The installation will depend on their request and availability of prepayment meter units at KUA.

Third Criteria: In order to promote conservation of power consumption, the third consideration will be given to any KUA customers in the order of first come, first serve basis and installation will depend on the availability of prepayment meter at KUA.

Fourth Criteria: The prepayment meters will be utilized and installed to all new power hook-up request when such prepayment meters are available starting on the effective date of this policy.

3. The Customer Service Supervisor will determine the listing of the past due accounts that fall into Criteria #1 every month and prepare Job Orders for installation of prepayment meter for the customer after explanation of the prepayment meter system is provided to the customer. The CS Supervisor will also review request made for Second and Third Criteria and recommend installation, if prepayment meters are available.

4. The Customer Service Supervisor will prepare monthly reports on the Prepayment Meters Statistics, Cash Reconciliation, Summary Collection and Current statistics of Arrears account.

Fred N. Skilling
General Manager

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