

PrePay Metering Service Agreement

Name: _____ Account #: _____

Service Address: _____

Billing Address: _____ same as above _____

Main Phone: _____ Cell Phone: _____ Text Available: Y / N (circle one)

E-mail: _____ Notification Preference: _____

The undersigned, (hereinafter whether plural or single called the "Member") intending to be legally bound, hereby voluntarily applies for participation in the PrePay Metering Program offered to active members of Northwestern Rural Electric Cooperative Association, Inc. (hereinafter called the "Cooperative"), and agrees with the Cooperative to the following terms and conditions:

1. A Member participating in the Cooperative's PrePay Program must be a member of the Cooperative and have an Application for Electric Service & Photo ID on file.
2. Member understands that participation in the PrePay Program is voluntary.
3. Members on PrePay agree to keep their contact information current. If a member changes any of the contact information (i.e. email address, phone number) provided on this agreement, it is the Member's responsibility to notify the Cooperative of any such changes immediately. It is the Member's responsibility to manage their own communication devices.
4. The Member authorizes Cooperative to deliver or cause to be delivered to Member, account information including but not limited to delinquent account notices and disconnect notices by using an automatic telephone dialing system, artificial or pre-recorded voice, text message, or other form of written or audible communication at the following telephone number (____)-____-____. Member has been advised that Member is not required to sign this authorization (directly or indirectly), nor is Member required to enter into this agreement as a condition to participating in the PrePay Metering Program or purchasing any property, goods, or services. Member may revoke this consent in any reasonable way at any time.

Signature

Date

5. The Member shall be responsible for regularly monitoring the balance on the prepay account and understands that the Member's electric service will be subject to automatic disconnection without any notification from the Cooperative to the Member once the balance of the account reaches zero (\$0.00).
6. Member agrees that Cooperative shall not be liable to Member for any damages or claims due to loss of energy services or otherwise as a result of participating in the PrePay Program; and further agrees to indemnify, defend and hold harmless the Cooperative, its Directors, Employees, agents, & representatives from any damages due to loss of energy services or otherwise as a result of participating in the PrePay Program.

Adopted: 12/19/14
Reviewed: 06/26/15
Revised: 10/23/15

7. By signing this agreement, the Member affirms there are no residents in the home that currently have medical conditions that will be affected by loss of service. Should this status change, the Member shall contact the Cooperative immediately, and the account will be removed from the PrePay Program.
8. The Member understands that weather conditions or the Cooperative's inability to deliver low balance alerts will not postpone disconnection of electric services.
9. Services that have been disconnected due to nonpayment will be reconnected only after sufficient funds have been received and posted to the Member's prepay account. The Cooperative does not guarantee same day reconnection of disconnected accounts.
10. Any prepay account that remains disconnected after 10 consecutive days will be issued a final bill and will be removed from the Prepay Program. If the account is reconnected it will not be permitted to be on the PrePay Program. A deposit and appropriate reconnect fees will be charged.
11. Landlords with accounts in their name agree to allow Cooperative to release information to tenants. Tenants with accounts in their name agree to allow Cooperative to release PrePay account information to landlords.
12. Cooperative reserves the right to remove any member from the PrePay Program at any time, without consent or notification, and to modify or end this program at any time.

I certify that I am the: Owner of this property Tenant at this property

Landlord Contact Information (if applicable): Name: _____ Phone #: _____

I have read the above and understand the terms and conditions required to participate in the Pre-Pay Program with the Cooperative.

Print Name: _____ Signature: _____ Date: ___/___/___

Print Name: _____ Signature: _____ Date: ___/___/___

PrePay Quick Facts

Web access monitoring of a member's PrePay metering account shall be without charge to the member.

Member is encouraged to use SmartHub to access their PrePay account information and usage.

Notice of a low account balance may be provided to the member or the member's designee by telephone, e-mail, or text message.

Alerts will be sent when the account balance reaches five (5) days or less of likely remaining service or approximately \$20.00 under most circumstances. The Cooperative shall not be liable to the member or any other person for any failure of the Cooperative to provide such notice or for the failure of the member or the member's designee to receive such notice.

An in-home meter display to monitor remaining PrePay metering amounts can be requested with a refundable \$50.00 deposit. The display shall be returned to the Cooperative upon termination of Member's electric service or if the Member ceases participation in the PrePay Program for any reason.

Deposits of funds into the member's PrePay metering account may be made to the Cooperative by:

- a. Using the Cooperative's electronic payment options such as SmartHub using an approved credit/debit card;
- b. Using an automated payment system to pay with an approved credit/debit card;
- c. Paying in person at a MoneyGram location;
- d. In person at the Cooperative using the Kiosk machine;
- e. Using the member's personal banking web services;
- f. Sending a check by U.S. mail (such payments made effective upon receipt and processing); or
- g. Paying in person at the Cooperative office during normal business hours.

A member served under the PrePay metering program is subject to immediate disconnection, if at any time that the PrePay account reaches zero, regardless of the day of week, holidays, weather, or any other Policy of the Cooperative related to disconnection of electric service.

Services that have been disconnected due to non-payment will be reconnected only after the minimum PrePay credit has been received and posted to the PrePay account.

If the PrePay metering program is terminated, the member's account shall return to standard billing practices under the policies, rules and regulations of the Cooperative, and the member may be required to post a security deposit as a condition of continued electric service.