

PREPAID ELECTRIC SERVICE AGREEMENT
ADAMS-COLUMBIA ELECTRIC COOPERATIVE

ELIGIBILITY: Any metered location with a meter that contains remote disconnect/reconnect function is eligible to apply to participate in the prepaid program subject to the conditions established by the Cooperative.

MEDICAL CONDITION: If the applicant, or resident, at the service location has a medical condition that will be impacted by the loss of service, the location is ineligible to participate in the program.

CONSENT OF PROPERTY OWNER REQUIRED: Prior to submitting this Prepaid Electric Service Agreement to the Cooperative, you must complete and submit the document entitled "Notice to Members Regarding Property Owner Consent for Prepaid Electric Service," including identifying the property owner of the service location where you propose to receive Prepaid Electric Service and obtaining the owner's consent for your participation in the program. The Cooperative will not process your Prepaid Electric Service Agreement without receiving a completed "Notice to Members Regarding Property Owner Consent for Prepaid Electric Service" document.

Name:					
2nd Applicant Name:					
Service Address:					
Account Number:		Date:		Initials:	

STATEMENT OF AGREEMENT CONDITIONS:

Each undersigned applicant, (hereinafter called "Member") applies for participation in the Prepaid Electric Service Program (hereinafter called the "Prepaid Program") offered to active members of Adams-Columbia Electric Cooperative (hereinafter called the "Cooperative"), and acknowledges and agrees to accept and comply with the following terms and conditions as evidenced by each Member signing their initials after each of the following statements:

1. Member participation in the Prepaid Program is for a minimum of twelve (12) consecutive months. After twelve (12) consecutive months Member participation in the Prepaid Program will automatically continue unless the Member or the Cooperative elect to end the Member's participation in the Prepaid Program. _____
2. Each participating Member shall enroll in SmartHub and is responsible for monitoring their balance and agrees to receive email and or text messages regarding their prepaid account. Each Member is responsible for selecting and setting up the method(s) by which they will receive SmartHub notifications, i.e. via email or text. Each participating Member understands that their electric service will be subject to disconnection **without** any prior notification from the Cooperative to the Member once their Prepaid Program account balance reaches zero (\$0.00).

3. A credit check will be run to validate the identity of any Member applying for the Prepaid Program, and/or to determine the deposit required for any Member who requests to leave the

Prepaid Program and/or are removed from the Prepaid Program by the Cooperative. _____

4. It is each Member's responsibility to notify the Cooperative of any changes in contact information including changes to a Member's email address, mailing address, phone number, and any other contact information provided by the Member. _____
5. Members may access their Prepaid Program account information via an application ("app") or website on a smartphone or other internet connected device, or by calling the Cooperative directly. It is each Member's responsibility to manage their own internet connected and communication devices, including accepting app updates, to maintain access to their Prepaid Program account information. _____
6. Members shall purchase electric service from the Cooperative in accordance with the present and any future applicable rate schedule of the Cooperative on a prepaid basis for the above-referenced account. All Prepaid Program accounts will be trued-up on a monthly basis. _____
7. Any existing deposit fee previously paid by a Member to the Cooperative will first be applied to the Member's outstanding balance and then to the deposit required for participation in the Prepaid Program. Any remaining credit may be applied to the Member's Prepaid Program account balance. Under no circumstance will a refund be issued to a Member for the remaining balance while in the Prepaid Program. _____
8. Any return payment fees and/or service fees must be paid in full prior to reconnection and before any amounts are applied to the non-fee balance of the Prepaid Program account. _____
9. Prepaid Program accounts shall not be eligible for payment arrangements with the Cooperative and energy assistance, including crisis assistance, shall not be applied until received as payment on the Prepaid Program account. _____
10. If a Member requests to disconnect electric service, the Member shall be refunded any credit balance on their Prepaid Program account following final billing. _____
11. I understand that once disconnected for going below a \$0.00 balance, my Prepaid Program account must have a minimum fifty-dollar (\$50.00) credit balance before reconnection will occur. I understand that the Cooperative anticipates that electric service will be reconnected typically within two (2) hours after payments have been posted to my account, but that period could be longer due to circumstances beyond the Cooperative's control including internet outages. Electric service will be reconnected only after funds meeting the minimum credit balance have been received by the Cooperative and posted to the Prepaid Program account. _____
12. All fees in the Prepaid Program are subject to change in the future and shall be in accordance with the dollar amount identified in the Cooperative's Rules & Regulations as of the date of transaction. _____
13. I understand that my Prepaid Program account will final bill approximately fifteen (15) days from disconnection and become inactive. Once inactive I must contact the Cooperative during regular business hours to reinstate my account. I understand I am responsible for paying any applicable fees including daily facility fee prior to the Cooperative reactivating my account. _____

14. I understand that to add credit to my Prepaid Program account, payment options include: 1) in person at the Cooperative's headquarters office during normal business hours; 2) pay online at www.acecwi.com; or 3) by calling the Cooperative's 24 hour/7 days a week payment system at (855) 957-3881 _____
15. I understand my electric service will be disconnected any time my Prepaid Program account balance falls to zero (\$0.00), even when alerts cannot be delivered. I also understand that **weather conditions will not postpone disconnection of electric service.** _____
16. I have received, read, completed, and submitted to the Cooperative the document entitled "Notice to Members Regarding Property Owner Consent for Prepaid Electric Service." _____
17. By signing this agreement, I affirmatively state that there are no residents in my household (i.e., my electric service location) whose health or safety may be threatened by an interruption in electric service because of infirmities of aging, developmental or mental disabilities, the use of life support systems, or like infirmities incurred at any age, or the frailties associated with being very young. Should this change, I must immediately notify the Cooperative in writing. Upon receipt of this notification, the Cooperative will remove my account from the Prepaid Program, and any applicable fees and deposits associated with the Cooperative's traditional billing will be required. _____
18. **WEATHER CONDITIONS WILL NOT POSTPONE THE DISCONNECTION OF ELECTRIC SERVICE. THIS MEANS MY ELECTRIC SERVICE MAY BE DISCONNECTED DURING ANY MONTH OF THE YEAR INCLUDING THE WINTER MONTHS.** _____

Applicant Name

Signature/Date

(_____) - _____

Applicant Phone

Applicant E-mail

2nd Applicant Name

Signature/Date

(_____) - _____

2nd Applicant Phone

2nd Applicant E-mail