



# Dubois REC

## Prepaid Agreement

Account Name \_\_\_\_\_ Account # \_\_\_\_\_  
Phone # \_\_\_\_\_ Email to receive notices \_\_\_\_\_

1. If a member changes any of the contact information provided on this agreement, it is the responsibility of the member to notify the Co-op of any such changes immediately. It is the member's responsibility to manage their own communication devices.
2. Any deposit fee previously paid by the member to the cooperative will be applied in full to the Member's outstanding balance at the start of the Pre-Pay Program, and any credit remaining may be applied to the member's Pre-Pay account balance. Under no circumstance will a refund be issued while on the Pre-Pay Program. This includes any accidental overpayments.
3. The member shall be responsible for monitoring the balance of the Pre-Pay account & understands that electric service will be subject to disconnection without any verbal or written notification from the Co-op to the member once the balance of the account reaches zero (\$0). Medical conditions and/or inclement weather will not postpone disconnection. Prepay accounts are not eligible for a payment arrangement.
4. Any return payment fees and/or service fees must be paid in full prior to the reconnection and before any amounts are applied to be non-fee balance of the Pre-Pay account. If a returned payment causes the balance to fall below zero, service will be disconnected.
5. I understand that my payment options include 1) in person at the office(cash or check only) during normal business hours: 2) by card on smarhub or by calling the pay by phone 844-959-3016.
6. To create a prepaid metering account, I understand a beginning balance of \$40 is required. I agree to make the minimum payment necessary to achieve this balance.
7. The member shall pay a monthly Facility Charge. This amount will be spread over the entire month based on a thirty-day month. Security lights are handled the same way.

8. I understand that if my account balance becomes negative, my service will be disconnected without any written or verbal communication from the Co-op at 10:30am, Monday-Friday, excluding holidays and other office closures. To restore service in these events, I understand another minimum payment of \$40 plus arrears must be paid. Once the balance on the account is no longer a credit the account will be disconnected. If the account stays disconnected for more than seven business days, the disconnect will be finalized and a reconnection fee of \$35 will be charged to reactive service, plus any other outstanding payments.
9. As a prepay member, I understand that no monthly billing statement will be mailed to me. When account balances are less than \$20, prepay members will be notified by email. If member would like a text message, they are responsible for updating notifications in smarthub account.
10. Auto draft payments & budget billing are not available for Pre-pay account.
11. If at any time, member desires to convert to their prepaid account into a traditional billed account, a deposit will be required by the Co-op, and any amount in debt recovery must be paid in full.
12. Energy Assistance/Trustee/Church pledges shall be reflected on the members' Pre-pay balance AFTER the co-op has received the funds. Verbal or written commitments will not be accepted for upcoming disconnect.
13. Anyone applying for new service may choose Pre-Pay Meter regardless of payment history or credit rating. An existing member may choose Pre-Pay Meter at any time. Any past due balance must be paid prior to enrollment in the program. Any current balance and/or unbilled usage may be converted to a Prepaid Arrangement. For an existing member with an unpaid balance at the time the account is converted to Pre-Pay Meter, 50% of any payment made on the account will go toward paying the Prepaid Arrangement with the remaining 50% applied to the prepaid balance. Once the balance is paid, 100% of any payment will go towards future electric usage. If an account is disconnected for non-payment, the member may apply for Pre-Pay Meter at the time of reconnection. To be reconnected, any past due amount must be paid in addition to the reconnect fee.
14. Dubois REC reserves the right to modify the service rules & regulations at any time without prior permission.

**Member Signature** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_