

Prepaid Metering Service Agreement

Member Name: _____ Account #: _____

Service Address: _____

Email: _____ Contact phone # _____

Date: _____

The undersigned (hereinafter called the "Member") hereby applies for participation in the prepaid billing program ("Prepaid Program") described in this Prepaid Metering Service Agreement offered to members of United Power, Inc. (hereinafter called the "Cooperative") and agrees to the following terms and conditions:

Requirements and Eligibility:

1. Member understands that participation in the Prepaid Program is voluntary.
2. An account that receives electric service under a residential tariff (R1, RD1, RTD1, RDP1) is eligible for the Prepaid Program except for an account that does not have an AMI meter with radio module activated.
3. Member will be removed from enrollment in Budget Billing or Auto Pay, if Member is enrolled in either program, upon enrollment in the Prepaid Program.
4. If Member opts out of the Prepaid Program, any outstanding balance owed is due immediately and a deposit may be applied.
5. By signing this Prepaid Metering Service Agreement, Member affirms that there are no residents in the home with medical conditions requiring life-sustaining equipment that will be impacted by loss of electric service. Should this status change, it is the Member's responsibility to contact the Cooperative in writing. Upon receipt of such notification, the Cooperative will immediately remove the Member's account from the Prepaid Program. The Cooperative is not responsible for any damages caused by loss of electric service to life-sustaining equipment resulting from participation in the Prepaid Program, provided that the Cooperative has not received notice of the presence of life-sustaining equipment at the Member's home.

Billing:

1. Electric usage as well as prorated demand and fixed charges (e.g. basic service charge, security light charges, etc.) will be billed and posted against the Member's Prepaid Program account daily. If a daily meter reading is not available for billing, an estimated meter reading will be used and trued-up in a subsequent billing. Fixed charges are billable even if the electric service is interrupted.
2. Miscellaneous charges (e.g. restricted equipment fee, NSF fee, etc.) will be posted immediately and in full against the account balance. Any Cooperative bill credits will be applied to the account in full at the next monthly billing cycle.

Payments and Minimum Balance:

1. A deposit is not required for Member to enroll in the Prepaid Program.
2. A minimum balance of \$50.00 is required to activate a Prepaid Program account.
3. All payments must be made in cash or by credit card. **No checks will be accepted.** Payments can be made over the phone, by using the Cooperative's SmartHub online portal and mobile payment application (<https://unitedpower.smarthub.coop>), or in person at the Cooperative offices during normal business hours. Cash payments can also be made at any Cooperative kiosk.
4. The Member authorizes the transfer of any outstanding balance previously owed to the Prepaid Program account. The Member further agrees that fifty percent (50%) of any payments made through the Prepaid Program shall be applied to the outstanding balance, with the remaining fifty percent (50%) applied to the Prepaid Program account balance, until any previously owed balance is paid in full.
5. Any deposit fee previously paid by the Member to the Cooperative will be applied to the Member's outstanding balance at the commencement of participation in the Prepaid Program. Any credit remaining after application of the deposit fee shall be applied to the Member's Prepaid Program account.

6. After the Prepaid Program account is established, a minimum payment of \$15.00 is required when submitting a payment.
7. After enrolling in the Prepaid Program, the Member's Prepaid Program account shall not be eligible for payment arrangements with the Cooperative.
8. If an account is currently disconnected for non-payment and the Member chooses to participate in the Prepaid Program, a minimum payment of \$100.00 will be required for reconnection. Fifty percent (50%) will be applied to the outstanding balance and fifty percent (50%) to the Prepaid Program account balance.
9. If a Prepaid Program account is disconnected because its balance reaches \$0.00 or less, a minimum balance of \$25.00 will be required before reconnection.

Account Monitoring and Notifications:

1. The Member shall be responsible for regularly monitoring the balance on their Prepaid Program account via the Cooperative's SmartHub online portal and the Member understands that electric service will be subject to disconnection if the Prepaid Program account balance reaches \$0.00 or less.
2. While participating in the Prepaid Program, Member will NOT be mailed a monthly statement for electric usage or other applicable fees or charges. However, the Member can access their statement via the Cooperative's SmartHub online portal.
3. The Member shall be responsible for selecting which form of notification they wish to receive for account balance information and when payment is needed. Options are email or text message notifications. Failure to receive these notifications does not prevent disconnection if the Prepaid Program account balance reaches \$0.00 or less.
4. If Member receives notifications by text message, Member may incur text messaging charges from their cell phone provider. The Cooperative is not responsible for these charges.
5. Member will receive low balance notifications when their balance falls below \$25.00.
6. If the Member changes any of the contact information (i.e. email address, cell phone number) provided on this Agreement, it is the responsibility of the Member to update their information promptly using the Cooperative's SmartHub online portal.

Disconnection due to \$0.00 (or less) Balance or Termination of service:

1. Services will be reconnected only after funds have been received and posted to the Prepaid Program account. The Cooperative shall restore service as soon as possible, once the balance on the disconnected account reaches \$25.00 or more.
2. If the Member wishes to disconnect service, the Member will be provided a final bill and will be responsible for any amount owed. Any credit balance shall be refunded in the form of a check.
3. Any unauthorized tampering with the Cooperative equipment will result in one or more of the following:
 - Immediate removal from the Prepaid Program
 - Disconnection of electric service
 - The addition of all applicable fees and charges to the account
 - Possible legal action

Tariff Rules and Regulations:

1. The Member shall purchase electric energy from the Cooperative in accordance with the present and any future rate schedules of the Cooperative on a prepaid basis for the above referenced account.
2. The Member understands that the terms and conditions set forth in the Cooperative's Rules and Regulations continue to apply in addition to the terms and conditions of this Prepaid Metering Service Agreement.
3. The Cooperative reserves the right to remove any Member from the Prepaid Program at any time. The Cooperative reserves the right to modify or end this program at any time.
4. The Member shall pay any applicable fees established by the policies, rules and regulations established by the Cooperative's Board of Directors.
5. All equipment installed at the service location to provide prepaid electric service remains the property of the Cooperative. The Member is responsible for damages to any of the Cooperative's facilities or equipment caused by the Member's negligence or willful misconduct.

I have read the above and understand the terms and conditions required to receive prepaid electric service from United Power, Inc.

Member Signature _____

Date _____