

TERMS AND CONDITIONS FOR PARTICIPATION IN PRE-PAY PROGRAM

The member (hereinafter called the "Member") is hereby participating in the Pre-Pay Program offered to active members of Central Electric Cooperative (hereinafter called the "Cooperative"), and agrees with the cooperative to the following terms and conditions:

1. If a member changes any of the contact information (i.e. email address, phone number) provided at the time of entry in the Pre-Pay Program, it is the responsibility of the member to make those changes via Smarthub or by contacting the Cooperative.
2. Member understands that a remote disconnect/reconnect meter or device will be installed. Any metering that does not accept the remote disconnect is ineligible for the Pre-Pay Program. Any meter that does not have adequate communication as determined by cooperative personnel is ineligible for the Pre-Pay Program.
3. The Cooperative reserves the right to remove any Member from Pre-Pay at any time, without consent or notification. The Cooperative reserves the right to modify or end this Pre-Pay Program at any time.
4. The Cooperative shall not be held accountable for any damages due to loss of energy service, or during the reconnection of service, as a result of participating in the Pre-Pay Program.
5. The Member affirms there are no residents in the home currently that have medical conditions that will be impacted by loss of service. Should this status change, the Member shall contact the Cooperative, upon which the account will be removed from the Pre-Pay Program.
6. Accounts receiving Low Income Energy Assistance (Lieap) are not eligible for the Pre-Pay Program.
7. Pre-Pay accounts shall not be eligible for payment arrangements with the Cooperative.
8. Auto Pay is not available for the Pre-Pay Program.
9. Budget Billing is not available for the Pre-Pay Program.
10. No monthly billing statement will be mailed to the Member.
11. Any deposit fee previously paid by the Member to the Cooperative will be applied in full to the Member's outstanding balance at the commencement of participation in the Pre-Pay Program, and any credit remaining will be applied to the Member's Pre-Pay account balance. Under no circumstance will a refund be issued for the remaining balance while in the Pre-Pay Program.
12. The Member shall be responsible to regularly monitor the balance on the Pre-Pay account and understands that electric service will be subject to disconnection without any notification from the Cooperative to the Member once the balance of the account reaches zero (\$0.00).
13. When account balances are less than \$25, Pre-Pay Members will be notified by a selected option: email, text message, or automated phone message.
14. WEATHER CONDITIONS WILL NOT POSTPONE DISCONNECTION OF ELECTRIC SERVICE.

15. Should the service be disconnected upon reaching a zero (\$0) balance, the account must have a credit balance of \$25 before reconnection will occur.
16. Service will be reconnected only after funds have been received and posted to the Pre-Pay account. The Cooperative does not guarantee same day reconnection on disconnected accounts.
17. A charge of \$100 will be assessed for any after-hours call that requires immediate reconnection assistance from anything but failed equipment.
18. The Member's payment options include: 1-in person at the Cooperative's office during normal business hours; 2-by credit or debit card or e-check on line at <https://centralec.smarthub.coop>; 3-by calling 855-730-8707 and using a credit or debit card or e-check; 4- at the Lode Star Casino Hotel kiosk in Fort Thompson using cash, a credit or debit card, or e-check.
19. If a returned check or electronic chargeback is received on the account, the amount of the return and a return fee of \$30 will be charged back to the Member's account immediately. If this causes the Pre-Pay balance on the account to fall below zero, service may be disconnected within 24 hours.
20. If a Member requests to disconnect service, the Member shall be refunded any credit balance on the Pre-Pay account following final billing.
21. If at any time, a Pre-Pay Member wants to convert to a standard metered account, a deposit may be required based on a two month average bill of the location; The decision to charge a security deposit will be based on existing credit reporting or Cooperative credit history.

Upon requesting to participate in Central Electric Cooperative Associations Pre-Pay Program and the Cooperatives approval for such participation, the Participant/Member shall agree to be bound by the Terms and Conditions for Participation in the Pre-Pay Program as they exist on the date of Participants electing to participate in the Program and as from time to time amended.