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SERVICE AGREEMENT FOR PREPAID METERING

Member Name _____

Account # _____

Service Location _____

Mailing Address (if different) _____

Home Phone _____ Cell Phone _____

Email _____

I hereby voluntarily apply to participate in Prepaid Metering offered to members of Upshur Rural Electric Cooperative Corporation (hereinafter called the "URECC"), and unequivocally agree to the following terms and conditions:

1. I agree to purchase electric service from URECC under its Optional Prepaid Metering Service rate classification and agree to be bound by its Conditions of Use and by URECC's Service Rules and Regulations as they are now in effect and as may hereafter be amended.
2. I agree to remain on the Prepaid Metering program for a minimum of 1 full billing period. After such time I understand that if I decide to remove my account from Prepaid Metering, I will not be allowed to return to the Prepaid Metering program for at least one full billing period. I understand URECC reserves the right to remove my account from Prepaid Metering at any time, without consent or notification. URECC reserves the right to modify or end this program at any time.
3. I agree to make an initial minimum prepayment to my Prepaid Metering account to bring the balance to at least a \$30.00 credit balance for future electricity use. The minimum payment amount for each prepaid account payment is \$30.00
4. Any deposit I have previously paid to URECC will be applied to my outstanding balance (if any) at the commencement of participation in Prepaid Metering, and any credit remaining after application of the deposit shall be applied to my Prepaid Metering account balance and used to offset future billing.
5. I authorize URECC to transfer any outstanding balance up to a maximum of \$300.00 to my Prepaid Metering Arrangement and agree that twenty five (25%) of any payments made on my Prepaid Metering account in the future shall be applied to the outstanding balance until said balance is paid in full. Any fees/penalties (such as a returned item or meter tampering) shall be paid before any payments are applied to my Prepaid Metering account.
6. I understand that I will **not** receive paper billing statements or disconnect notices. Information regarding my account is available via the Corporation's website at www.urecc.coop. Any notice from the Corporation required hereunder shall be pursuant to the preferred method(s) of notification including text, email, voice alert or mobile push. As such, I understand that it is my sole responsibility to notify URECC immediately of any changes to my contact information. **Member Initial:** _____
7. It is my responsibility to regularly monitor the balance on my account via preferred methods of notification available to all members. I also understand that it is my sole responsibility to pay for any fees related to such notifications. We strongly encourage all member's participating in Prepaid Metering to enroll in SmartHub, which allows for text (SMS), email and/or mobile push notifications. We also have limited notifications available via voice alert.
8. I understand that I will receive periodic alerts via my preferred method(s) of notification when my Prepaid Metering account reaches \$20.00 or less.

IMPORTANT INFORMATION REGARDING NOTIFICATIONS

The following methods of notification are available: Text (SMS) Email Mobile Push Voice Alert
You must be signed up for SmartHub to receive the following notifications:
Payment Confirmation _____ Service Disconnected _____ Low Balance Below Cutoff _____
Service Reconnected _____ Low Balance Above Cutoff _____
I understand that if I do not sign up for SmartHub the only automated notification available will be a Low Balance Voice Alert.
Date _____ CCR Initials _____ **Member Initials:** _____

- 9. I understand URECC will immediately debit returned checks and denied credit card payments, along with any associated charges, to my account. Should this cause my balance owed to be more than zero (\$0.00), my service will disconnect on the next business day. I understand I will be required to replace the check or credit card payment with cash, a cashier’s check or money order. I also understand that if I have two (2) or more returned items in the most recent twelve (12) month period, my account will be placed on a “Cash Only” status until the account has less than two (2) returned items in the most recent twelve (12) months.
- 10. I understand that if I apply for utility assistance, my account will be credited when URECC receives verification of a pledge from the agency or charitable organization. If the pledge is cancelled for any reason, the amount of the pledge will be charged back to my account. If this causes my account balance owed to be more than zero (\$0.00), my service will be disconnected.
- 11. I understand that should my balance owed reach more than zero (\$0.00), my service will be automatically disconnected during normal business hours in accordance with the Rules & Regulations of URECC. Upon disconnection I understand that if I, or a member of my household, rely upon medical equipment powered by electric energy, I am completely responsible for procuring alternate electric power or timely re-establishing service from URECC by adhering to the requirements for same set forth herein and in all applicable policies of URECC. **Member Initial:** _____
- 12. Failure to receive notice by email, phone, text message or mobile push to be aware of impending disconnection by means of the Internet will not exempt my service from disconnection.
- 13. Before my service will be reconnected, I will have to make a minimum payment of \$30.00 to be used for future purchases of electricity. In addition, I must pay for any outstanding balance due, except for amounts included in a Prepaid Metering Arrangement. I understand that I can make real-time payments during normal business hours at URECC’s office, via the Internet, via phone, or at an authorized remote payment site.
- 14. To reconnect my service, I will need to push the activation button on my meter or disconnect collar. If I am unable to access my meter, I give URECC express permission and authorization to reactivate my meter remotely.
- 15. I understand that any tampering with URECC’s equipment will result in one or more of the following: immediate removal from Prepaid Metering, disconnection of service, payment of additional fees, and possible legal action.
- 16. I understand that if my Prepaid Metering account is discontinued or terminated, URECC may transfer any unpaid balance to any other like-account I may have with URECC or refer any unpaid balance to URECC’s third-party collection agency.
- 17. I, the undersigned, HEREBY RELEASES, DISCHARGES, COVENANTS NOT TO SUE, AND HOLDS HARMLESS, URECC, their respective agents, employees, assignees or representatives FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in Prepaid Metering.
I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, AND UNDERSTAND THAT I HAVE SURRENDERED SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Member Signature: _____ Date: _____

This agreement may be executed by facsimile or other means of electronic communication and such shall be fully binding and effective for all purposes. Facsimile and electronically communicated signatures shall be treated the same as original signatures.