

## SUMMARY OF PREPAY ELECTRIC SERVICE TERMS AND CONDITIONS

*Please Read Carefully and Initial Each Section Below – Please return in person, or fax to (540) 891-5867 or mail to Rappahannock Electric Cooperative, P.O. Box 7388, Fredericksburg, VA 22404*

\_\_\_\_ **Security Deposits, Late Fees, and Credit Standing:** As a PrePay member, the security deposit for a residential account is not required nor are you subject to account late fees or fees or charges resulting from suspension or resumption of electric service with the exception of the Daily Access Charge and local utility taxes, which will continue to accrue. In addition, the payment history of a PrePay member, with the exception of a payment not honored by the institution on which it is drawn, will not affect the Member's credit status with the Cooperative and shall have no bearing on the establishment of acceptable credit.

\_\_\_\_ **New Members:** Those electing PrePay will need to complete a membership application if an application is not currently on file for the prepay service location. A Member seeking service under the PrePay Service tariff for the first time, or when returning to PrePay after not being enrolled in it for at least twelve months and establish a Minimum Initial Prepayment Balance prior to receiving service. In addition, if a new service is being established, the Member must also pay an Administrative Connection Fee.

\_\_\_\_ **Existing Members:** If the Member requesting to be served under the PrePay Service tariff is currently receiving service under another rate schedule, a bill will be issued for the Member's current charges. If payment for the current charges is not received by the Due Date, the Member will be notified that payment is due immediately. If there are outstanding amounts due the Cooperative after the final bill is rendered on an existing account, the Member may request a payment plan agreement wherein a mutually agreed portion of all payments from the Member shall be applied to any outstanding balance due. The Cooperative may require that a portion of the total balance owed be paid prior to initiating service under the PrePay Service tariff.

\_\_\_\_ **Billing and Account Access:** PrePay accounts do not receive paper statements (bills). Billing details and usage data will be made available through the Cooperative's Internet-based account monitoring service or by request to the Cooperative to provide a summary statement of electricity consumed and payments received during the billing cycle. **THE MEMBER IS RESPONSIBLE FOR MONITORING THE ACCOUNT BALANCE TO ENSURE THAT THE REMAINING PREPAYMENT AMOUNT IS ADEQUATE TO AVOID AUTOMATIC SUSPENSION OF SERVICE.**

\_\_\_\_ **Billing and Meter Reading:** A Meter Reading will occur at least once each day. An Account Calculation will be made after each Meter Reading and after each payment is applied to the account. The kWh consumed, as determined by the meter reading, will be multiplied by the kWh rates provided in Schedule A-1-P, including the Power Cost Adjustment (Schedule PCA) and other applicable charges, to determine the cost of the electric service used by the Member. The cost of electric service used by the Member, including any Daily Access Charge, other applicable charges, and applicable taxes, will be deducted from the Member's PrePay balance during the Account Calculation. At the end of each billing cycle, total monthly charges shall be calculated as if the Member were served on the standard residential schedule. Any difference in the standard residential schedule charges and the cumulative prepaid daily charges shall be reconciled and added to or deducted from the Prepayment Balance at the next Account Calculation.

\_\_\_\_ **Payments:** Prepayments for electric service may be made by any method available to Cooperative members, with the exception of automatic bank withdrawal. Payments will be applied first to any debit balance resulting from usage prior to an Automatic Suspension of electric service and then to establishing a PrePay balance. If the resulting Prepayment balance reaches zero or a negative amount, the account will be subject to Automatic Suspension.

\_\_\_\_ **Notification of Low Balance:** The Cooperative will provide direct notice to the Member when the Member's PrePay balance represents approximately five days of estimated usage. The Cooperative will continue to make daily notifications to the Member until the prepayment balance exceeds the predetermined notification level or reaches zero. The Cooperative will provide notifications as selected by the Member: automated telephonic reminder, electronic mail, or text message. In addition, the Member may designate a third-party to also receive such notifications whenever the prepaid account balance drops below a prescribed level set by the Cooperative.

\_\_\_\_ **Suspension and Resumption of Electric Service: WHEN THE AMOUNT OF ELECTRIC SERVICE USED EQUALS OR EXCEEDS THE MEMBER'S PREPAYMENTS, ELECTRIC SERVICE WILL BE AUTOMATICALLY SUSPENDED – WITHOUT ADDITIONAL NOTIFICATION.** Once balance reaches zero or below, the Cooperative will issue a notice that service will be suspended if no payment is received by 8 a.m. of the next calendar day. Electric service will resume within three hours of the Cooperative receiving payments re-establishing a positive PrePay balance. The Cooperative will apply a \$10 credit to the account of any Member whose service is not restored within three hours of the Cooperative receiving payment to reestablish a positive prepayment balance for the Member. Suspension of electric service may occur seven days a week, and will only take place between the hours of 7 a.m. and 3 p.m.

\_\_\_\_ **Conversion to Credit-billed Electric Service:** A Member using PrePay may transfer to another available tariff subject to the Cooperative's Terms and Conditions, including any applicable deposit requirements and Fees and Charges. Any Prepayments exceeding amounts owed to the Cooperative at the time of such transfer shall be returned to the Member. The Member shall have the option of receiving such funds either as a credit to another active account in the Member's name or as a direct payment to the Member.

\_\_\_\_ **Termination of Service and Final Billing:** If no payment occurs within thirty (30) days of an Automatic Suspension, the account will be closed and a final bill will be issued for any outstanding amounts due the Cooperative.

**I HAVE READ AND UNDERSTAND THE SUMMARY OF THE PREPAY SERVICE TERMS AND CONDITIONS ABOVE AND I ACKNOWLEDGE THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A POSITIVE PREPAY ACCOUNT BALANCE FOR UNINTERRUPTED ELECTRIC SERVICE.**

MEMBER SIGNATURE \_\_\_\_\_

DATE        /        / \_\_\_\_\_

MEMBER PRINTED NAME \_\_\_\_\_

MEMBER ACCOUNT NUMBER \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

Rappahannock Electric Cooperative is an equal opportunity provider and employer.