



## Prepaid Service Agreement

As a prepaid member, the normal security deposit is not required to receive electric service. If I am an existing customer, I understand that when my account is converted to prepay, my existing deposit, if any, is applied toward any outstanding balance with any remaining credit applied to my prepaid service. Any fees and unbilled usage will be calculated and added to any unpaid amounts.

If there are any unpaid balances at the time my account is converted to prepay I understand that 50% of the payment made to the account will go towards paying the unpaid balance, with the remaining 50% applied to the prepaid service. Once this balance is paid, 100% of the payments will go toward future electrical usage.

I understand that my electric service will be subject to immediate disconnection any time my account does not have a credit balance. I understand that medical conditions or weather will not postpone disconnection. Prepaid accounts are not eligible for payment arrangements. Energy assistance will be credited to my account once payment is received from the source of the assistance. The monthly base rate of \$34.00 is averaged out for the month and taken out daily from the account.

Prepaid members will be notified by e-mail, automated phone call, or text message if their credit balance reaches \$50.00 (notification minimum). Payments may be remitted 24 hours a day by using an automated payment over the phone or online. Payments can also be made by stopping in at the office in Ashland during normal business hours. The prepaid process to calculate the balances and determine disconnect status will run Monday through Friday. We will not do any calculations on weekends, holidays or days the office is closed. If disconnected, you must pay what the account went over **plus** a \$20.00 minimum, to be automatically reconnected. Once you have a \$20 credit on your account you may push the button on the face of your meter to be reconnected.

If a cash payment is needed after hours, I understand I will need to go purchase a temporary credit or gift card to apply the payment to my account to reconnect my service. The payment can be made on-line at [www.tonguerivelectric.com](http://www.tonguerivelectric.com) or by phone at 1-844-210-8262.

I understand that I may elect to convert my account to a post-paid service when my credit rating is a "B" or higher. At which time, the Cooperative may require full payment of the deposit as a condition of continued service.

Service terminated at the request of the consumer will receive a refund of any remaining credit on the account. If the service is turned off due to a credit deficit and remains off for 10 days the account will be closed. It can be reopened with a credit to the account and a phone call to the office.

Applicant agrees that TRECO may contact applicant by phone, text, or e-mail regarding all matters that pertain to my prepaid account.

**I understand the difference between a prepaid and post-paid service and I am requesting to establish a prepaid electric service from Tongue River Electric Cooperative, Inc.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Account #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Bill Arrangement Amount: \$ \_\_\_\_\_