## 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 a bill arrangement.

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 (bill arrangement), 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 at 8:30 a.m., Monday-Thursday, when 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 $42.00 is averaged out for the month and taken out daily from the account, as well as security lights.

As a prepaid member I will be notified by e-mail, automated phone call, or text message when my credit balance reaches $50.00 (notification minimum) and below. Payments may be remitted 24 hours a day by making an automated payment over the phone or on-line. Payments can also be made by stopping in at the office in Ashland during normal business hours, or left in the envelope drop by the front door. The prepaid process to calculate the balances and determine disconnect status will run Monday through Thursday. TRECO will not do any disconnects on weekends, holidays or days the office is closed. If disconnected, I must pay the amount the account is over drawn to bring it to a *minimum* of a zero dollar balance on the account to be reconnected. I understand that I choose the amount of credit to put on my prepaid account at any given time.

If a cash payment is needed after hours, I understand I will need to purchase a temporary credit or gift card to apply the payment to my account to reconnect my service. Payments can be made on-line at www.tongueriverelectric.com or by phone at 1-855-951-3722.

I understand that I may elect to convert my account to a post-paid service when my account has not been disconnected for 13 consecutive months, or when I have paid the required security deposit in full.

I understand that if my service is terminated at my request that I will receive a refund of any remaining credit on the account. If the service is disconnected due to a credit deficit and remains off for 10 days the account will be closed. My account can be reopened when a credit is showing and when a phone call is made to the office to reconnect services after said 10 days.

I agree that TRECO may contact me 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: $_____