

**AVECC PREPAY POWER AGREEMENT**

ACCOUNT # \_\_\_\_\_

The undersigned (hereafter called "Member") hereby applies for participation in the Pre-Pay electric program (hereafter called "PREPAY POWER") offered by Arkansas Valley Electric Cooperative (hereafter called "Cooperative"), to its Members and agrees to the following terms and conditions:

1. The terms and conditions set forth in the application for membership continue to apply in addition to the terms and conditions of this Agreement and PREPAY POWER program guidelines, including future changes by the Cooperative.

2. Pay all applicable fees and comply with the By-laws, policies, rules and regulations of the Cooperative required to participate in the PREPAY POWER program.

3. Member will not be mailed a monthly statement of electric usage or other applicable fees or charges. \_\_\_\_\_(Initial)

4. Member shall be responsible to regularly monitor the balance on their PREPAY POWER account via either text message (fees may apply based on your cell phone plan), our customer portal at AVECC.COM, on our App or via voice alerts. \_\_\_\_\_(Initial)



5. Member understands that electric service is subject to disconnection, any day, including weekends and holidays, without any written notification from the Cooperative to the Member, once the account balance reaches \$0.00.

\_\_\_\_\_(Initial)

6. Member may purchase power during normal business hours at any Cooperative office, 24 hours a day through the customer portal at AVECC.COM or thru our App. Payments by phone are also accepted 24 hours a day at 800-468-2176, option 3 or through our IVR at 800-468-2176, option 2.

**I/We have read this PREPAY POWER agreement, received a copy of the PREPAY POWER guidelines and accept the terms and conditions of the agreement. \_\_\_\_\_ (Initial)**

LOCATION NUMBER \_\_\_\_\_

LOCATION ADDRESS \_\_\_\_\_

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

DATE \_\_\_\_\_



With **Prepay Power**, you pay for electricity how and when you choose, the same way you buy gasoline for your car. Purchasing electricity before you use it allows you to control your budget and pay how much you want, when you want. And there are no security deposits or late fees. Instead of a monthly statement, your usage and balance are calculated daily. Track your usage by phone or online at avecc.com.

**How Does It Work?** You purchase electricity before you use it. Make payments when you want to, online, over the phone, or in person at an office location or kiosk. When your account runs low, you will get an alert by phone, text or email, letting you know it is time to recharge your account. If funds in your account run out, electrical service will be automatically disconnected. You will be notified by phone, text or email that your service has been cut off. You can recharge your account at any time, day or night, online, by phone, or at a kiosk, and service will be automatically restored within thirty minutes. There are no disconnection or reconnection fees.

**Who Can Participate?** All residential and farm non-demand, 200 AMP accounts qualify. Levelized billing cannot be used with Prepay Power.

**How Do I Get Started?** New customers will pay a \$25 membership fee, \$10 connect fee and purchase a minimum of \$20 in energy. No deposits required.

Existing customers with a traditional account may convert to Prepay Power at any time. No fees, but you will need a minimum \$20 of energy. Any deposits on your existing account will be credited toward account balances or to your prepay account. Existing members with account balances can use the debt-management program. Each time you make a payment, a portion will go toward the outstanding balance.

Should you decide Prepay Power doesn't work for you, it's simple and easy to return to a traditional account at any time, although you will need to pay any required deposits.

**PaySite Kiosks.** Make electric payments by check, cash or credit card at one of our PaySite kiosks.



## A Pay-As-You-Go Alternative to Traditional Electric Service

- ✓ No Deposits / No Late Fees
- ✓ Get Balances via Text & Email
- ✓ Pay What You Want
- ✓ Pay When You Want
- ✓ MOBILE FRIENDLY

## Take Control Over Your Power

# Arkansas Valley Electric Cooperative

Arkansas Valley Electric Cooperative's Pre-Pay electric service, **PREPAY POWER**, allows members to structure electric payments in a way that best fits their needs.

**PREPAY POWER** eliminates the requirement for security deposits.

### **MEMBER PREPAY POWER GUIDELINES**

-Member must complete and sign a pre-Pay Power Agreement for each location number to begin **PREPAY POWER** (in person, online, fax or email)

#### **Start-up fees: New Member with no uncollectible bills:**

\$25.00 membership

\$10.00 Connect fee

\$20.00 initial payment

**Total: \$55.00**

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#### **Current active Member with \$25.00**

#### **membership fee on file:**

\$20.00 initial payment

**Total: \$20.00**

-Only Arkansas Farm & Home rates can be set-up on **PREPAY POWER** (rates 103 & 803).

-If a new Member has an uncollected bill, Member must pay 50% of that bill prior to starting **PREPAY POWER**. Balance of bill will go to Debt management.

-If an active Member is transferring account from Post-Pay to **PREPAY POWER**, deposit will be applied to balance on account first and any remaining funds, apply towards future electric, or be refunded.

-Although **PREPAY POWER** accounts may be billed internally monthly, a paper bill and shut-off notice will not be sent to the Member.

-If a Member has a balance in debt management, all payments after the original set-up date will go 25% to debt balance & 75% to future electric.

-If an existing active Member was disconnected for a return check, the cost of the return check and any applicable fees must be paid prior to transferring to **PREPAY POWER**.

-Members that participate in **PREPAY POWER** must agree to monitor their account via text messaging, email alerts, AVECC's portal @ AVECC.com or App.

-If member does not have the means to get text messages or email alerts, they can be set up on voice call alerts to come to their home phone.

-Minimum payment for **PREPAY POWER** accounts is \$10.00 per payment.

-Members that are on bank draft cannot be converted to **PREPAY POWER**.

-Members cannot be a guarantor for another Member and convert to **PREPAY POWER**.

-Members cannot use levelized billing with **PREPAY POWER**.

-Members on **PREPAY POWER** are eligible for Dr. Statements, payment arrangements, elderly/handicapped status or life support status.

-Any **PREPAY POWER** account disconnected for \$0 balance will final bill in 5 days or whenever their usage reaches \$24.00, whichever comes first.

-Members on **PREPAY POWER** that have been shut-off for a \$0 balance and have been final billed, may reconnect as a **PREPAY POWER** account with a \$10.00 connect fee.

-If a Member requests to be removed from **PREPAY POWER**, they must remain on Post-Pay for 1 year from date of transfer.

-Members on Post-Pay that have been disconnected for non-payment can convert to **PREPAY POWER** for \$20.00, which will go to future electric. Reconnect fee will be waived for those that convert to Pre-Pay. Any future payments will go 25% to debt & 75% to new electric. Membership must be \$25.00.

**NOTE:** Any Members that call to reconnect after business hours must pay the all Post-Pay fees as usual at that time to be reconnected; they will have to call back during normal business hours to convert to **PREPAY POWER**.

-If a Member converts from **PREPAY POWER** to Post-Pay, they will be charged a deposit. A credit scoring service will be used to determine if a deposit is required. If a deposit is required, it will be \$200.00, to be billed @ \$50 per month for 4 months.

-If a Member has a check that returns for any reason while on **PREPAY POWER**, it will be added back to the account after 2PM on the business day that we are notified by the financial institution. The Member will have until the next calendar day to reconcile the check if the return drove the balance below \$0.

-**PREPAY POWER** accounts will disconnect 365 days of the year. AVECC can waive disconnects for any days at their sole discretion.

-If Member was disconnected for meter tampering, all damaged equipment costs must be paid by the Member prior to transferring to **PREPAY POWER**. A meter tampering deposit of \$240.00 will also be required to be paid prior to transferring to **PREPAY POWER**.