

BANK-A-WATT

Prepaid Metering

ELECTRIC SERVICE AGREEMENT

Name: _____

Account: _____

Address: _____

This Prepaid Metering Agreement (BANK-A-WATT) is made and entered into between Northeastern REMC (Northeastern) and the above-named member receiving service through Northeastern's Schedule PRS-1 (schedule) attached. BANK-A-WATT agreements are applicable to all members with single-phase service (up to 200 amp) eligible for Rate Schedule 10-1. In cases where the rules for service under this Agreement conflict with other rules in the schedule, the rules specified in this Agreement will supersede.

BANK-A-WATT is a pay-as-you-go plan offering the flexibility to pay for electric service when the member chooses or as their budget allows.

- Member will be required to complete this electric service Agreement prior to initiation of service.
- The account is not subject to normal collection or delinquent fees. All other applicable rates and miscellaneous charges do apply.
- Member must establish a minimum credit balance of \$50.00 prior to meter activation.
- Existing members may choose to have an outstanding balance (if applicable, deposit will be applied toward account balance) of \$500 or less placed in debt recovery. A percentage of the member's subsequent purchases will be applied against the outstanding balance until paid in full.
- Northeastern will read the meter to determine the amount of kilowatt-hours consumed since the previous reading. Northeastern will then calculate the dollar amount due for that usage and deduct that from the available credit balance in the member's account.
- This account is subject to disconnection any time the account balance reaches zero (\$0.00). Northeastern will disconnect the service by remote control the next business day. The service will be reconnected once a minimum credit balance of \$25.00 is established on the account.
- Payments can be made:
 - At Northeastern's office during regular office hours either by phone or in person; at any time by using Northeastern's automated phone system; drop-box (payment will be posted the next business day); logging into member's account at www.nremc.com; or SmartHub app.
 - At any authorized payment location (may take up to 3 business days for payment to be received at Northeastern).
- Any returned payments received will be charged to the member's account immediately. If this exhausts the credit balance on the account, service will be disconnected the next business day. Any tampering-related fees will subject the account to immediate disconnection and must be paid before service is reconnected.
- This account is not eligible for credit extensions.
- This account does not receive paper statements (bills). Daily account history (usage, charges and payments) are available for review on-line at www.nremc.com or SmartHub app. The sites also allow notification settings to be modified. **The member is solely responsible for managing and updating the notification settings on their BANK-A-WATT account(s).** If contact numbers are not current, member will not receive notifications and service will be disconnected without notice. The account balance can also be found by calling Northeastern's automated phone system.

- If an account is disconnected and does not become active after five (5) days, the account will be considered inactive and Northeastern will mail a final bill (if applicable) to the last known address on file.
- Service terminated at the request of the member will be closed in the same manner as post-paid accounts.
- This account may be converted to post-paid service for a minimum of 12 months. At that time, Northeastern will require full payment of any unpaid amount in debt recovery as a condition of continued service.
- Some energy assistance agencies may or may not provide assistance to members choosing to use this plan. Member should contact the energy assistance agency to confirm qualification requirements should it become necessary.
- Accounts protected by a moratorium (i.e. CANI) or medical necessity would not be disconnected for failure to maintain a credit balance during the moratorium period, but would be subject to disconnect the first business day following the last day of said moratorium.

Waiver: The member WAIVES all claims or causes of action against the Northeastern for damages to property and injury to person, including death, which may result from the Cooperative’s DISCONTINUANCE or RECONNECTION OF ELECTRIC SERVICE due to the member’s failure to maintain a positive balance in the Prepaid Residential Service account.

The meter in a “disconnected” service noted above still remains energized. From a safety perspective, the residential wiring shall be considered energized and no work shall be performed on said residence electric system unless proper safety procedures have been followed such as opening the main electrical breaker.

I understand and agree that it is my responsibility to make sure that I maintain a credit balance for uninterrupted service. It is also my responsibility to provide Northeastern REMC with current/active phone numbers and e-mail address in order for me to receive the necessary system alerts to avoid an interruption of service.

MEMBER SHALL INITIAL THE METHOD BY WHICH TO RECEIVE NOTICES INITIALLY ON THE LINES BELOW:

E-mail Phone Message Text Message

Mark yes or no: _____ _____ _____

Phone number for voice messages: _____

Mobile number for text messages: _____

Log-in at www.nremc.com or SmartHub App

E-mail Address: _____

Member selected account balance for initial notice: \$_____ (Must be \$5.00 or greater)

Debt recovery \$_____ @ _____ %; BANK-A-WATT @ _____ %)

My signature below indicates I have carefully read and understand the terms and conditions within this **BANK-A-WATT Prepaid Metering-Electric Service Agreement.**

Name: _____ Date: _____ MSR Initials _____

Name: _____ Date: _____ MSR Initials _____