

PREPAY BILLING AGREEMENT

Agreement Date:		Account No.	DO NOT ENTER
Applicant Name:			
Co-applicant Name:			
Mailing Address:			
City, State, and Zip:			
Service Address:		Location No.	DO NOT ENTER

Prepay is a self-managed billing option available to any residential member, subject to the provisions outlined below. The member is responsible for monitoring the account and maintaining a credit balance (a balance above \$0). Once a credit balance is established, the account is activated. As energy is consumed, the credit balance is reduced on a daily basis for the previous day’s usage. If payments are not made and the balance is depleted to \$0 or below, the account is subject to immediate disconnection.

ELIGIBILITY

1. New and existing residential members qualify for participation, except for: 1) accounts on budget billing or autopay, 2) accounts with loans attached, 3) accounts with distributed generation systems, or 4) accounts on the medical necessity program.
2. The member must pay all applicable fees prior to establishing service, including an initial minimum energy purchase as outlined in Policy 304 - Fees and Charges, Attachment A.
3. New members with a previous unpaid balance and existing members with billed and/or unbilled account balances may either pay the balance or Warren RECC will collect the balance through the deferred payment arrangement program.
4. The member shall register in SmartHub to manage the account and set up notification options. SmartHub provides account access 24 hours: online at www.wrecc.com or the mobile App (available in Apple and Google Play stores) to monitor usage, balance, payments and notification options.
5. Service location must be equipped with a remote-disconnect meter.

Initials _____

FEES AND CHARGES

All regular rate schedules and fees shall apply, except as otherwise noted in Policy 224 – Prepay Billing.

1. Participating accounts shall be subject to a prepay reserve fee and a monthly prepay service fee.
2. Participating accounts shall not be subject to financial penalties or service charges because of a zero or negative balance.

Initials _____

BILLING/PAYMENTS

1. Utility charges will be calculated on a daily basis and deducted daily for the previous day’s usage.
2. All monthly fees and any applicable charges, including outdoor lighting, will be prorated and applied on a daily basis.
3. The member acknowledges and agrees that no monthly billing statements or notifications will be mailed to the member.
4. Members can make payments 24 hours a day using SmartHub online at www.wrecc.com or the mobile App (available in Apple and Google Play stores), and via phone at 1-866-319-3234.
5. Members may also make payments at any local Warren RECC office during normal business hours. To avoid interruption of service, participating accounts shall not use the night deposit or unauthorized payment sites.
6. Automatic bank draft payments are not available with the Prepay Billing option. However, members may schedule payments through SmartHub. Scheduled payments will not prevent disconnection if credit is depleted to \$0 or below prior to scheduled payment date. Prepay accounts are not eligible for payment extensions.
7. Energy Assistance or other types of assistance will be applied to the account only upon receipt of written approval for funds.

Warren RECC is an equal opportunity provider and employer.

8. If a returned check or electronic chargeback is received on the account, the amount of the return and a non-sufficient funds fee will be charged to the member's account immediately. If this causes the credit balance to be entirely depleted to \$0 or below, service may be disconnected on the same business day **without prior notice**.

Initials _____

NOTICES/DISCONNECTION

1. No paper bills or notices will be mailed to the member once enrolled in Prepay Billing.
2. The member is solely responsible for managing and updating the notification settings for the prepay account. The member may elect to receive account notifications via email and/or text messages and is responsible for carrier charges related to such notifications. Failure to maintain the notification settings may result in disconnection of service without notice.
3. A participating account will be subject to immediate disconnection any time the account has a zero or negative balance.
4. Participants understand and agree that disconnected power will be reconnected without prior notice once a balance of at least the minimum energy credit is paid. Participants shall ensure that electrical safety issues are addressed prior to establishing a credit balance.
5. To restore service, the prepay account balance and a minimum energy credit must be paid within 7 days of disconnection. Members with a deferred payment arrangement will also be required to pay on the remaining balance as agreed. If payment is not made using SmartHub or via phone (1-866-319-3234), service will be reconnected at such time that the payment has been fully processed.
6. If a prepay account is not restored within 7 days, the account will be considered inactive. The prepay reserve fee will be applied to the final bill and the member will be responsible for paying any unpaid balance to Warren RECC.

Initials _____

TERMINATION OF SERVICE

1. Members electing to sign up for prepay billing shall remain on prepay billing for a minimum of one year. A Prepay member may elect to opt out of Prepay Billing after an initial 12-month enrollment, with the understanding that Warren RECC may require full payment of the account balance and/or a deposit as a condition of continued electric service. The required deposit amount will be based on the member's credit risk pursuant to Warren RECC's Schedule of Rules and Regulations. All Warren RECC policies and procedures are applicable.
2. Member shall contact Warren RECC to discontinue service. If the member requests to terminate service, any remaining credit balance will be refunded once all debt has been cleared. The refund will be mailed in the form of a check to a forwarding address. Please allow 2 weeks processing time for reimbursement once the account has been terminated.

Initials _____

GENERAL INFORMATION

1. Except as modified in Policy 224 – Prepay Billing, Warren RECC's Schedule of Rules and Regulations apply.
2. The Prepay Billing option is subject to change, and Warren RECC reserves the right to modify, suspend, and/or terminate the program at any time without prior notice, in Warren RECC's sole discretion.

Initials _____

I have read and agree to the terms and conditions herein for participation in Warren RECC's Prepay Billing option. I understand that I am solely responsible for monitoring the account, maintaining a credit balance, and managing the notification settings on my account. Failure to receive notifications does not exempt the account from any of the terms and conditions in the Prepay Billing Agreement. Further, I understand that I will not receive a paper bill or be mailed late notifications.

Applicant Signature

Date

Co-Applicant Signature

Date