



**People's Energy Cooperative**

Your Touchstone Energy® Cooperative 



## PREPAID SERVICE AGREEMENT/TERMS AND CONDITIONS

People's Energy Cooperative (PEC) offers the option of prepaying for electric service to all residential members, with a single-phase meter capable of remote disconnect/reconnect, unless they (or a person within the same premise) have a medical condition requiring continuous electric service, or they prefer to participate in:

- Time-of-Use rates
- Net Metering / Co-Generation
- A rate that is billed for demand (kW)
- Automatic Bill Pay through PEC
- Budget Billing

As a member requesting participation in the MyChoice prepay program, I understand and agree to the following:

1. When my account is converted to the prepay program, the total amount owed through the current meter reading will be calculated in accordance with my account's present rate schedule. This will provide a starting balance and determine the amount I need to pay to meet the required credit balance of \$25. If a deposit exists on my account, it will be applied in full to any outstanding balance at the time of converting to the prepay program. Any credit remaining will be applied to my prepay balance and a refund will not be issued while I'm enrolled in the MyChoice prepay program.
2. A meter reading is taken daily and the account balance will be calculated daily, per the assigned rate. The daily prepay balance is determined by subtracting charges for usage, the basic service charge, taxes, and other applicable charges and then adding any payments received. Although uncommon, if the Cooperative cannot get a reading from the meter, the usage will be estimated based on historical usage data. The system will "true-up" the charges when a valid reading is received.
3. I understand that my account will be trued-up monthly, accounting for any applicable power cost adjustments (PCA's) or usage estimates that may have occurred, and I WILL NOT RECEIVE A MONTHLY BILLING STATEMENT.
4. I am not eligible for budget billing or automatic bank drafts through PEC while participating in the MyChoice prepay program.
5. I understand that it is my responsibility to monitor the balance on my prepaid account and maintain a credit balance to continue service. Account balance may be checked online through SmartHub at [www.peoplesenergy.coop](http://www.peoplesenergy.coop) or through the secure, automated pay-by-phone system. Email and/or text notifications can be setup through SmartHub or by contacting PEC.
6. A minimum payment of \$25 is required per transaction and can be made in the office, by mail, through the secure, automated pay-by-phone system at (855) 730-8709 and online through SmartHub at [www.peoplesenergy.coop](http://www.peoplesenergy.coop). If service is terminated due to depleted funds on my prepaid account, a signal will be sent to the electric meter for reconnection as soon as the outstanding balance is paid and there is a credit on my account. After I make my payment, I will need to press the black button on the front of the electric meter, within 45 minutes, for power to be reconnected. No disconnect, reconnect, or late fees will be assessed to my account, unless I require assistance from PEC personnel with restoring power.
7. Participating in MyChoice requires I have available funds on my account at all times. My electric service will be subject to immediate disconnection any time my account does not have a credit balance. My medical condition and or inclement weather will not postpone disconnection of my service.

8. Medical and health conditions of any person located at the address where the electric service is furnished will not postpone disconnection of service. It is the member's responsibility to notify PEC of emergency medical conditions before the account is in disconnection status.
9. Energy assistance **payments** will be applied when the payment has been received by People's Energy Cooperative. Assistance **pledges/guarantees** will not be accepted to keep the service active.
10. If my payment is rejected for nonsufficient funds, the amount of my returned payment and any nonsufficient fund fees will be charged to my account immediately. If this causes funds to be depleted on my account, my electric service will be subject to immediate disconnect. People's Energy Cooperative has the right to refuse payment by check once my account has had two nonsufficient fund payments within a twelve-month period.
11. If service is terminated at my request, my account will be settled and a final bill will be sent to me or I will receive a refund on any remaining credit on the account. Prepaying in no way releases my responsibility for paying the final balance due.
12. If my account was disconnected for nonpayment and remains disconnected for 7 days or more, a final bill will be mailed and payment is expected by the statement's due date. Prepaying in no way releases my responsibility for paying the final balance due.
13. At any time, I may elect to convert my account to standard billing, however, PEC will require full payment and may require a deposit as a condition of continued electric service. I will not be allowed to return to the MyChoice program for at least twelve months after converting back to standard billing.
14. PEC reserves the right to remove me from the MyChoice prepay program, or to modify or end the program at any time.
15. PEC shall be held harmless from any damages due to loss of electric service, or during reconnection of electric service, as a result of participating in the MyChoice prepay program.

**I understand these terms and conditions and I understand the difference between standard billing and the MyChoice prepay program. I am requesting to establish a prepaid electric account with PEC.**

\_\_\_\_ I affirm that there are no residents in the home currently that have medical conditions that will be impacted by loss of electric service. Should this status change, I shall contact the Cooperative, upon which my account will be removed from the prepay program.

\_\_\_\_ I request that my account be enrolled in the MyChoice prepay program.

Date: \_\_\_\_\_ Account #(s): \_\_\_\_\_

I give People's Energy Cooperative permission to contact me by phone, text and/or email for prepay program notices. I also understand that it is my responsibility to setup and maintain my contact information (email address, phone number, etc.) to receive timely notifications from People's Energy and that I am responsible for any charges that I may incur from my phone carrier.

Notify Me by: \_\_\_ Phone \_\_\_\_\_ E-Mail \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_