

Prepaid Agreement Form – Riverland Energy Cooperative

Please read and complete the application below.

Member Name

Account # or Service Address

Phone Number

By providing Riverland Energy with a valid phone number, you are giving express written consent to contact you with an automatic notification of a low balance on your Prepaid account. You are also automatically set up for notifications via e-mail and text. You can opt out of e-mail or text notifications through SmartHub but can't opt out of both.

Text #

E-mail Address

Low Balance Notifications

Notifications are sent daily with your balance. Notifications are also sent daily when your credit falls below \$15.00. You can customize the dollar amount that will generate low-balance notifications if the standard is too low through SmartHub.

If you rent, complete the following:

By signing this agreement, you are giving Riverland Energy Cooperative permission to contact the owner if the property is disconnected.

Name of owner:

Owner phone #

O I agree to the terms and conditions.

MEMBER SIGNATURE _____

Prepaid Terms and Conditions

1. To be eligible for the Prepaid Billing Program, (the "Prepaid Account") a person must be a member of Riverland Energy Cooperative (the "Cooperative"), and the Cooperative must have already approved the person's Application for Electric Service.
2. It is the member's responsibility to monitor and maintain their account balance. When the account credit falls below \$15.00, the member will receive a notification by phone, e-mail, or text. The member may set a different dollar amount at which to receive the above-stated notification, but in no event may the amount be less than \$15.00.
3. It is the responsibility of the member to keep their contact information, including, but not limited to, phone and e-mail, up-to-date with the Cooperative.
4. If a member is eligible for Energy Assistance, any assistance payments will be posted to the member's account once we get the pledge from the Agency. Assistance payments will first be applied to any outstanding debt and any remaining amount will be applied to future energy costs.
5. If the account no longer has a credit balance or has a balance of zero dollars (\$0.00), the meter will automatically disconnect at 1:00 p.m. that day. If the account balance falls to zero dollars (\$0.00) on a weekend or holiday, the member will automatically be disconnected on the following business day at 1:00 p.m. The member will be notified via phone, text, or e-mail if this occurs.
6. The Cooperative's electric service will be subject to disconnection anytime a Prepaid Account balance is insufficient to pay for outstanding charges, fees, or invoices, regardless of whether Prepaid Account alerts/notifications are received. It is the sole responsibility of the member to (1) maintain their prepaid account and ensure it has sufficient funds to pay for the Cooperative's services and (2) maintain up-to-date contact information with the Cooperative. Weather conditions will not postpone disconnection of service and disconnection of service will remain at the discretion of the Cooperative.
7. Any fees associated with non-sufficient funds checks, electronic fund transfers, or returned credit card payments will be applied to the Prepaid Account and the member will be responsible for these costs.
8. If a member's service is disconnected for any reason and the member holds a Prepaid Account, the Cooperative, at its sole discretion, may apply a \$50 disconnect/reconnect fee to the Prepaid Account. Once Prepaid Accounts are disconnected, the member must bring the account to a credit balance of \$50.00 before the meter is automatically reconnected. Reconnects are scheduled Monday – Friday, excluding holidays.
9. If the member's balance runs out during a period of time that meters do not disconnect, they will accrue a negative balance and be sent notification alerts via text, e-mail, or phone. The meter will then be disconnected during the next disconnect period, as provided herein, if a payment has not been made to establish a credit balance.
10. In the event service is disconnected, the prepaid account will be closed at the end of the current month and final bill, including any incurred fees related to the prepaid accounts closure or service disconnect, will be mailed to the member at the address on file with the Cooperative.
11. When service is terminated at the member's request, a final bill will be provided and a refund of any credit balance on the account will be paid to the member. If the prepaid account balance is insufficient to pay the final bill, the member will be responsible for any amount owed.
12. Members who are landlords with Prepaid Accounts agree to allow the Cooperative to release all information and notices concerning the Prepaid Account to the landlord's tenants. Members who are tenants with Prepaid Accounts in their name agree to allow the Cooperative to release information and notices concerning the Prepaid Account to the tenant's landlord.
13. The Cooperative, its directors, officers, employees, agents, and representatives shall be held harmless from any claims, disputes, actions, damages or liability due to loss of electric services as a result of participation in the Prepaid Billing Program.
14. The Cooperative reserves the right to remove any member from the Prepaid Billing Program at any time, within its sole discretion, without consent or notification, and to modify or end the Prepaid Billing Program at any time. If a member is removed from the Prepaid Billing Program for any reason, the Cooperative will apply any Prepaid Account balance remaining to future bills, unless the member specifically requests the remaining balance be returned to the member.
15. A member enrolling in the Prepaid Billing Program is required to stay on the program for a minimum of 12 months.