

PREPAY SERVICE AGREEMENT

PREPAY is available to all residential members and non-demand general power accounts as an option subject to the following provisions:

Eligibility

New and existing residential members and non-demand general power accounts qualify for participation. The member must pay all applicable fees prior to commencement of the service. Existing members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism.

Fees and Charges

A prepay fee of 20 cents per day will be charged to all participating accounts. Any and all existing fees, rates, and charges, excluding security deposits continue to apply, including existing applicable energy and customer charges.

How the Plan Works

A member wishing to enroll in PREPAY shall make a request to the Cooperative. The Cooperative will allow enrollment into PREPAY if the member meets the eligibility requirements. Once a credit balance has been established, with an initial \$100.00 payment, the account will be activated. As energy is consumed, the credit balance is reduced until either the balance is exhausted, or additional payments are added to the balance. Any account with a current debit balance is subject to immediate disconnection. Participants may elect to receive daily notification of account balance information.

Payment

Once an initial credit balance has been established, the minimum office payment allowed is \$40.00, and the minimum online/phone payment is \$20.00. Participants may pay as often as they wish, provided the payment meets the minimum amount, and the account maintains a credit balance. Accounts with a negative balance for consecutive days must make sufficient payment to re-establish a credit balance before 10AM on the 2nd day. Otherwise, the account will be subject to disconnection and will be charged a disconnect service charge of \$35.00. Prepaid accounts are not eligible for credit extensions or payment arrangements.

Debt Recovery

A debt recovery mechanism will be utilized to collect any prior balance that may exist when the member applies for PREPAY. A percentage (DR RATE below) will be taken out of each payment and applied to existing debt.

Notification

PREPAY participants will not receive monthly statements. Members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email, text message, and/or push notification when using the mobile app. Disconnection of an account will occur when a credit balance is not present regardless of notification. Participants may check daily account balances by visiting www.pickwickcc.com, the Cooperative office, or by calling 1-866-281-2564. By providing the phone number(s) listed on this form, the member is consenting to receive phone calls and/or texts from the Cooperative. It is the responsibility of the member to change his/her alert settings as required, or to request that the Cooperative make such changes.

Disconnection

An account will be subject to immediate disconnection at any time the account does not have a credit balance including weekends, holidays or during severe weather conditions. Service will be reconnected after payment of the debit balance due, plus \$35.00 (to create a \$35 credit balance), plus a \$35 reconnect service charge. If an account is disconnected and does not become active after ten (10) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Cancellation

Participants may convert an account to postpaid electric service at any time provided the member's account is current and an adequate security deposit is provided. If the service is terminated at the request of the member, or because the account no longer meets the eligibility requirements, the Cooperative will refund any remaining credit on the account.

Applicant Name

Account Number

Meter Number

Co-Applicant Name

Phone 1

Phone 2

Service Address

SMS Text Phone

Email

Balance to Debt Recovery

25%

Low Balance Threshold

Applicant Signature

Co-Applicant Signature

Date