



Prepay Your Way Agreement Polk-Burnett Electric Cooperative

Name(s): _____ Date: _____

Account Number: _____ Location Number: _____ Deposit Applied: \$ _____

Low balance alerts to: Phone Number: _____ E-Mail Address: _____

I want to receive daily low balance alerts when balance is at or below five (5) projected days of electric use.

I want to receive daily low balance alerts when there is \$ _____ left on my electric account.

1. All members must have an Application for Electric Service & Co-op Membership on file.
2. A credit check will be run to determine the security deposit needed for:
 - Members that request to leave Prepay Your Way
 - Accounts removed from Prepay Your Way by the cooperative
3. Accounts receivable balance and energy used that has not been billed for this account, past due balance(s) on any other Polk-Burnett electric account(s) and a minimum initial purchase of \$50 must be paid in full on the activation date of Prepay Your Way. Unpaid final bill(s) for other location(s) will be transferred to this account the first work day following the due date. The minimum requirement for all future purchases is \$10.
4. Security deposits will be applied to the Prepay Your Way account in full and any remaining balance will be refunded when service is terminated.
5. Prepay Your Way members are responsible for the timely purchase of power from the cooperative. Purchases can be made online at www.polkburnett.com, by automated phone system any day and any time at 715-646-2191 option 2, at the Centuria or Siren office, or by setting up a bill pay account with your bank. Prepay Your Way members are strongly encouraged to enroll in SmartHub; this provides the ability to monitor the prepay balance and estimated days of service remaining.
6. Energy assistance payments will be posted to Prepay Your Way accounts when received by the cooperative.
7. Prepay Your Way accounts will not receive a monthly statement in the mail, but will have access to the monthly statement through SmartHub. If you would like to receive a paper statement in the mail, check here
8. It is the responsibility of the member to keep their contact information current.
9. Electric service will be subject to disconnection any time the prepay account runs out of money, even if prepay balance low alerts cannot be delivered. Weather conditions will not postpone disconnection of service.
10. Any non-sufficient funds checks, electronic fund transfers or returned credit card payments and associated fees will be applied to the account and may result in disconnection of service without further notice.
11. Sixteen days after service has been disconnected, the account will be removed from Prepay Your Way and a final bill will be mailed.
12. Disconnect/Reconnect fees may apply. When the account runs out of money a \$100 disconnect fee and \$100 reconnect fee may be applied to the account. Reconnects are scheduled Monday through Saturday between 8 a.m. and 8 p.m. and an additional \$50 is required to reconnect service Saturdays, after 4:30 p.m. weekdays or on holidays.

Prepay Your Way Agreement

Page 2

13. Prepay Your Way was not designed for seasonal disconnects and reconnects. A \$200 disconnect/reconnect fee will be required to be paid in full prior to the time a reconnect order is issued for seasonal member requests for disconnection and reconnection of service within a 12 consecutive month period.
14. Signing this agreement affirms there are no residents in the home that have medical conditions requiring life-sustaining equipment that will be impacted by loss of electric service. Should this status change, it is the member's responsibility to contact the cooperative in writing and the account will be removed from Prepay Your Way.
15. When service is terminated at the member's request, a final bill will be provided; a refund of any credit balance on the account will be paid or member(s) will be responsible for any amount owed.
16. Prepay Your Way accounts are not eligible for payment arrangements.
17. Landlords with accounts in their name agree to allow Polk-Burnett to release information to tenants. Tenants with accounts in their name agree to allow Polk-Burnett to release information to landlords.
18. The cooperative, its directors, officers, employees, agents and representatives shall be held harmless from any claims, disputes, actions, damages or liabilities due to loss of electric service as a result of participation in Prepay Your Way.
19. Polk-Burnett reserves the right to remove any member from Prepay Your Way at any time, without consent or notification and to modify or end this program at any time.
20. Any unauthorized tampering with any cooperative equipment will result in one or more of the following:
 - Immediate removal from Prepay Your Way
 - Disconnection of electric service
 - The addition of all applicable fees and charges to the account
 - Possible legal action

I have read the above and understand the terms and conditions required to receive Prepay Your Way service from Polk-Burnett Electric Cooperative.

Signature: Member #1

Polk-Burnett Billing Representative

Date

Signature: Member #2

Polk-Burnett Electric Cooperative
1001 State Road 35
Centuria, WI 54824-9020
Phone #: 800-421-0283 or 715-646-2191
Fax #: 715-646-3390



Agreement Revision Date: 1-19-18