



## Prepay Your Way Agreement Polk-Burnett Electric Cooperative

Member 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.

### TERMS AND CONDITIONS OF PARTICIPATION IN PREPAY YOUR WAY

1. To be eligible for a Prepay Your Way account (the "Prepay Account"), a person must be a member of the Polk-Burnett Electric Cooperative (the "Cooperative"), and the Cooperative must have already approved the person's Application for Electric Service.
2. If a member requests to close their Prepay Account, or if a member's Prepay Account is closed by the Cooperative, the member authorizes the Cooperative to conduct a credit check to determine the security deposit needed for the Prepay Account to be closed.
3. Prior to a member's Prepay Account being activated, all other accounts the member has with the Cooperative must be paid in full, including any outstanding amount due for energy used. For a member's Prepay Account to be activated, the member must make a minimum initial payment to their Prepay Account in the amount of \$50.00. Unpaid final bill(s) for other location(s) will be transferred to this account the first workday following the due date. The minimum requirement for all future purchases is \$10.
4. Members are responsible for the timely purchase of power from the Cooperative and are responsible for maintaining a Prepay Account balance sufficient to cover any energy usage. Prepay Account funds will be applied first to any outstanding service charge or special fee, then to any outstanding balance attributable to the member's electric service.
5. If the member is eligible for Energy Assistance payments through the State of Wisconsin, any Energy Assistance payments will be posted to the member's Prepay Account when received by the Cooperative.
6. Unless requested, Prepay Account members will not receive a paper monthly statement in the mail. Prepay Account holding members will have access to the monthly statement through SmartHub.
7. It is the responsibility of the member to keep their contact information up to date with the Cooperative.
8. The Cooperative's Electric service to the member will be subject to disconnection any time a Prepay Account balance is insufficient to pay for outstanding charges, fees, or invoices, regardless of whether Prepay Account alerts are undelivered. It is the sole responsibility of the member to (1) maintain their Prepay 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.
9. Any fees associated with non-sufficient funds checks, electronic fund transfers, or returned credit card payments will be applied to the Prepay Account.
10. In the event service is disconnected, the Prepay Account will be closed sixteen (16) days after disconnect, and a final bill, including any incurred fees related to Prepay Account closure or service disconnect, will be mailed to the member at the address on file with the Cooperative.
11. If a member's service is disconnected for any reason and the member holds a Prepay Account, the Cooperative may apply a \$100 disconnect fee and \$100 reconnect fee to the Prepay 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 Terms and Conditions

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12. The Prepay Account may not be used to pay for seasonal disconnect or reconnect services. A seasonal member must pay in full a \$200 disconnect/reconnect fee prior to a disconnect/reconnect order is issued within a consecutive twelve-month period.
13. No Prepay Account may be held by a member who requires life-sustaining equipment that may be impacted by loss of electric service. By signing this agreement, the member affirms there are no residents in the home that have medical conditions requiring life-sustaining equipment that may be impacted by loss of electric service. Should this status change, it is the member's responsibility to contact the Cooperative in writing and inform the Cooperative of the change, at which time the Prepay Account will be closed.
14. When service is terminated at the member's request, a final bill will be provided, and a refund of any credit balance on the Prepay Account will be paid to the member. If the Prepay Account balance is insufficient to pay the final bill, the member will be responsible for any amount owed.
15. Prepay Your Way accounts are not eligible for a payment arrangement with the Cooperative.
16. Landlords with Prepay Accounts in their name agree to allow the Cooperative to release information to the landlord's tenants. Tenants with Prepay Accounts in their name agree to allow the Cooperative to release information to tenant's landlord.
17. 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.
18. The Cooperative reserves the right to remove any member from Prepay Your Way at any time, without consent or notification and to modify or end the Prepay Your Way program at anytime.
19. Any unauthorized tampering with any Cooperative equipment will result in one or more of the following:
  - Immediate Prepay Account closure
  - Disconnection of electric service
  - The addition of all applicable fees and charges to the Prepay 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

Payment to a Prepay Account can be made online at [www.polkburnett.com](http://www.polkburnett.com), by automated phone system at 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 Account balance and estimated days of service remaining. #



Agreement Revision Date: 2-27-2023