MEMBER POLICY #21

SUBJECT: HOW TO MANAGE YOUR PREPAID ACCOUNT

1. NO DEPOSIT WILL BE REQUIRED.

2. All Prepay locations are required to have remote disconnect meters installed.

3. Members are required to pay an initial minimum balance of $80.00 to start the Prepay service. The required amount consists of a $50.00 usage credit, $15.00 application fee and a $15.00 connect fee.

    a. If transferring from conventional billing to prepay, all past due balances are required to be paid in full before switching over.

    b. Any uncollectible debts will have to be paid in full prior to switching to the prepay service

4. There will be a default low balance threshold set when the prepay account is established. Each member has the option to go into their account and adjust the threshold balance so that if the account balance drops below the designated amount, you will receive an alert/reminder.

5. Members will be responsible for keeping their telephone number and / or email address up to date in order to receive alerts/reminders concerning their account.

6. Alerts and reminders will go out daily to keep you informed of your balance and usage. If at any time you choose not to receive these alerts/reminders, you can adjust your settings on your account. We strongly suggest that you have either a smart phone or access to the web so that you can maintain your account settings.

7. Once the account reaches a negative balance, the power will automatically be disconnected. If disconnected, you will be required to bring your account back to a positive status and have a minimum of a $50.00 credit on your account, i.e. if disconnected for $10 the amount to restore will be $60.

8. The maximum credit allowed on your account should not exceed more than two months average billing. If your credit exceeds this average, your account could be removed from prepay.

9. You will be receiving alerts and reminders via text message and/or email. We will require your signature as consent to receive text messages, automated calls and/or emails regarding your electrical account with Bowie Cass Electric.

Note: BCEC can offer prepay (collar or disconnect meter) to any 120-240 volt single phase service that has a 200 amp capacity or less. Services that do not qualify are as follows: 1. 3 phase services 2. Services that have a capacity > 200 amps, i.e. 320 amp or 400 amp services 3. CT metered services. 4. 120 volt (2-wire) services

Member Name:_____Account Number:_____

MSR:_____Meter Number:_____

ACKNOWLEDGEMENT /AGREEMENT

I agree to settle any outstanding debt that I owe to BCEC by paying the balance in full before entering the prepay service. If at any time I decide to be removed from Prepay and go to conventional billing, I agree to pay any outstanding debt in full before the switch is made. BCEC will also run an online utility check to determine if a deposit is required to complete this process.

I understand that all payments made to prepay account will be done by one of the automated platforms provided (website, IVR and/or smart phone application). ***Payments over the phone to a member service representative will not be accepted.***

EACH ACCOUNT SET ON PREPAY WILL HAVE A 12 MONTH COMMITMENT.

DISCLOSURE

I, _____, account # _____do hereby grant my consent on _____, 20_____ to BCEC to contact me at the following wireless number _____. This point of contact may be conducted by an automated telephone dialing system, artificial/pre-recorded voice, text message, and/or email concerning my electrical account. I understand that I am not required to grant consent as a condition of purchasing any property, goods or services. By executing this agreement, I authorize Bowie-Cass Electric Cooperative to use the above referenced wireless number to contact me concerning matters dealing with my requested electrical service.

Please fax contract back to: (903) 846-2061 or email to: _____

My cell phone provider/carrier is:_____

My email address is:_____

Adopted by the Board:	March 25, 2014
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