

The undersigned (hereafter called "Member") hereby applies for participation in the Pre-Pay electric program (hereafter called "PREPAY POWER") offered by Arkansas Valley Electric Cooperative (hereafter called "Cooperative"), to its Members and agrees to the following terms and conditions:

1. **The terms and conditions set forth in the application for membership continue to apply in addition to the terms and conditions of this Agreement and PREPAY POWER program guidelines, including future changes by the Cooperative.**
2. **Pay all applicable fees and comply with the By-laws, policies, rules and regulations of the Cooperative required to participate in the PREPAY POWER program.**
3. **Member will not be mailed a monthly statement of electric usage or other applicable fees or charges.**  
\_\_\_\_\_ (Initial)
4. **Member shall be responsible to regularly monitor the balance on their PREPAY POWER account via either text message (fees may apply based on your cell phone plan), our customer portal at AVECC.COM, on our App or via voice alerts.** \_\_\_\_\_ (Initial)
5. **Member understands that electric service is subject to disconnection, any day, including weekends and holidays, without any written notification from the Cooperative to the Member, once the account balance reaches \$0.00. If a member decides to leave Pre-Pay, and instead elects standard billing ("post-pay billing"), any credit balance will be applied to the next month's post-pay bill. If that customer is leaving AVECC's system, any refund due will be processed in the same manner that post-pay customers are processed and the refund will be sent to the customer within thirty (30) days. If a Pre-Pay member decides to change to post-pay and has a remaining arrearage balance, and has not defaulted on a pay arrangement within the last twelve (12) months, a new pay arrangement will be implemented if requested. A Pre-Pay customer changing back to post-pay will be treated the same, subject to AVECC's Electric Service Rules, Regulations and Conditions of Service, as post-pay members with regard to whether a deposit will be assessed. If a review of the member's credit profile will necessitate a deposit to establish service, then such deposit may be required.** \_\_\_\_\_ (Initial)
6. **Member may purchase power during normal business hours at any Cooperative office, 24 hours a day through the customer portal at AVECC.COM or thru our App. Payments by phone are also accepted 24 hours a day at 800-468-2176, option 3 or through our IVR at 800-468-2176, option 2. The continuation of your electric service under Pre-Pay depends on you prepaying for service, and if your balance falls below \$0, your service may be immediately disconnected with notice by phone or electronic means only. In the event of impending disconnection, no notice will be posted at your home. You may switch back to standard billing at any time, without any fees.**

**I/We have read this PREPAY POWER agreement, received a copy of the PREPAY POWER guidelines and accept the terms and conditions of the agreement.** \_\_\_\_\_ (Initial)

\_\_\_\_\_  
LOCATION NUMBER

\_\_\_\_\_  
LOCATION ADDRESS

\_\_\_\_\_  
MEMBER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
MOBILE PHONE NUMBER

\_\_\_\_\_  
CARRIER