

**AVECC PREPAY
AGREEMENT
ACCOUNT #:** _____

The undersigned (hereafter called “Member”) hereby applies for participation in the PrePay electric program (hereafter called “PrePay”) 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 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 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 account via either text message (fees may apply based on your cell phone plan), our customer portal at avecc.com, on the MyEnergyAVECC app. _____(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 PrePay, 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.

5. (continued) Member must have a zero balance on their debt before changing to post-pay. A PrePay 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 through our the MyEnergyAVECC 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 PrePay 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 (fees may apply).

I/We have read this PrePay agreement, received a copy of the PrePay guidelines and accept the terms and conditions of the agreement.
_____ (Initial)

LOCATION NUMBER

LOCATION ADDRESS

MEMBER SIGNATURE

DATE



WHY PREPAY?

With PrePay, you pay for electricity how and when you choose, the same way you buy gasoline for your car. Purchasing electricity before you use it allows you to control your budget and pay how much you want, when you want. And there are no security deposits or late fees. Instead of a monthly statement, your usage and balance are calculated daily. Track your usage by phone, app, text or online at avecc.com.

HOW DOES IT WORK? You purchase electricity before you use it. Make payments when you want to, online, over the phone, or in person at an office location or kiosk. When your account runs low, you will get an alert. by text or email, letting you know it is time to recharge your account. If funds in your account run out, electrical service will be automatically disconnected. You will be notified by text or email that your service has been cut off. You can recharge your account at any time, day or night, online, by phone, or at a kiosk, and service will be automatically restored within the hour. There are no disconnection or reconnection fees.

**PREPAY
PAY BY DAY**

- NO DEPOSITS**
- NO LATE FEES**
- PAY WHAT YOU WANT**
- PAY WHEN YOU WANT**
- GET BALANCES VIA TEXT & EMAIL**
- MOBILE FRIENDLY**

 **Arkansas Valley Electric Cooperative Corporation**
208 S 17th Street, Ozark, AR 72949
1-800-468-2176

 **Arkansas Valley Electric Cooperative**

Arkansas Valley Electric Cooperative's PrePay electric service, PrePay, allows members to structure electric payments in a way that best fits their needs.

PrePay eliminates the requirement for security deposits.

MEMBER PREPAY GUIDELINES

Member must complete and sign a PrePay Agreement for each location number to begin PrePay (in person, online, fax or email.)

WHO CAN PARTICIPATE?

All residential and farm non-demand, 200 AMP accounts qualify (rates 103 & 803).

START UP FEES

New member with no uncollectible bills:

\$25.00 membership
\$10.00 connect fee
\$20.00 initial payment
Total: \$55.00

Current active member with \$25.00 membership fee on file:

\$20.00 initial payment
Total: \$20.00

CONVERTING TO PREPAY / DEBT MANAGEMENT

- Members on Post-Pay that have been disconnected for non-payment can convert to PrePay for \$20.00, which will go to future electric. Reconnect fee will be waived for those that convert to PrePay. Any future payments will go 25% to debt & 75% to future electric. Membership must be \$25.00.
- If an existing active Member was disconnected for a return check, the cost of the return check and any applicable fees must be paid prior to transferring to PrePay.
- If an active Member is transferring account from Post-Pay to PrePay, deposit will be applied to balance on account first and any remaining funds, apply towards future electric, or be refunded.
- If a new Member has an uncollected bill, Member must pay part of that bill prior to starting PrePay. Balance of bill will go to Debt management.
- Members that participate in PrePay must agree to monitor their account via text messaging, email alerts, AVECC's portal via www.avecc.com or via MyAVECC mobile app.
- Minimum payment for PrePay accounts is \$10.00 per payment.

PREPAY SHUT OFF PROCEDURES

- Although PrePay accounts may be billed internally monthly, a paper bill and shut-off notice will not be sent to the Member.
 - Any PrePay account disconnected for \$0 balance will final bill in 7 days or whenever their usage reaches \$24.00, whichever comes first.
 - Members on PrePay that have been shut-off for a \$0 balance and have been final billed, may reconnect as a PrePay account with a \$10.00 connect fee.
- ## LEAVING PREPAY
- If a Member requests to be removed from PrePay, they must remain on Post-Pay for 1 year from date of transfer.
 - If a Member converts from PrePay to Post-Pay, they will be charged a deposit. A credit scoring service will be used to determine if a deposit is required. If a deposit is required, it will be \$200.00, to be billed @ \$50 per month for 4 months.

WHO IS NOT ELIGIBLE TO PARTICIPATE?

- Members that are on bank draft cannot be converted to PrePay.
- Members cannot be a guarantor for another Member and convert to PrePay.
- Members cannot use levelized billing with PrePay.

MEMBERS ON PREPAY ARE ELIGIBLE FOR:

- Dr. Statements
- Elderly/ handicapped status or life support status.

NOTE:

Any members that call to reconnect after business hours must pay all post-pay fees as usual at that time to be reconnected; they will have to call back during business hours to convert to PrePay.