

PREPAY SERVICE AGREEMENT

Member Name _____	E-mail _____
Account No. _____	Cell Phone _____

The undersigned (hereinafter called the "member") hereby applies for participation in the voluntary Prepay Service program offered to members of Clark Energy Cooperative, Inc. (hereinafter called the "Cooperative"), and agrees to the following terms and conditions:

1. The member shall purchase electric energy from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a prepay basis for the above referenced account. The member understands that the terms and conditions set forth in the member's Application for Membership continue to apply in addition to the terms and conditions of this Agreement for Prepay Service subject to any changes set forth in this agreement.
2. A current post-pay member can transfer to the Prepay Service program. The member authorizes the kWh used since the last bill date until the date the account is changed to Prepay Service to be calculated and transferred to the Prepay Service account. Clark Energy will, if requested, assist members to set up a payment agreement. Any fees/penalties (returned payment, meter tampering, etc.) shall be paid before any purchases for funding is applied to the member's Prepay Service account.
3. Budget billing, automatic draft, net metering, accounts with lifesaving medical equipment, three-phase accounts and accounts with greater than 200-amp service are not eligible for Prepay Service.
4. Any deposit on the above referenced account will be applied to the final billing for the post-pay account before the account changes to Prepay Service. Any credit remaining on the account will be applied to the Prepay Service account. However, if the member has another account(s) and does not have a satisfactory credit history, the remaining credit will be transferred as a deposit to the unsecured account(s). The deposit will only be refunded by applying it to the member's account(s) as described above.
5. The recommended initial payment for Prepay Service is \$100.00. Members may make subsequent payments in any increment they choose with a minimum purchase of \$10.00.
6. Members may apply funds to a Prepay Service account by the same payment methods available for post-pay accounts, with the exception of automatic bank draft and reoccurring payments. Payment methods are provided on the Cooperative's website at www.clarkenergy.com.
7. Members participating in Prepay Service will not be mailed a monthly paper bill for electric usage or other applicable fees or charges. Account information may be obtained from the web portal or by contacting the office.
8. The member shall be billed daily for the kWh (energy) usage, facility charge, taxes, if applicable, and outdoor lighting, if applicable, in addition to the charge or credit for the fuel cost adjustment and environmental surcharge. The rate of the fuel adjustment and environmental surcharge will be the rates in effect when kWhs are used.
9. During any interruption in service, outage and/or disconnections, the customer charge, prepay fee and any security light charges will continue to accrue.
10. Members participating in Prepay Service are required to have either a cell phone for text messages or an email address. If any of the contact information provided on this agreement changes it is the responsibility of the member to notify the Cooperative or to update their contact information in the web portal.
11. When the amount of funds remaining on a Prepay Service account reaches the established threshold of three (3) days average usage or a dollar amount set by the member, an automated message will be sent to the member rather than a traditional, written notice sent by U.S. mail. The Cooperative shall not be responsible for any failure of the member to receive the automated message. Members have the option, if they choose, to change their threshold amount in the web portal.
12. The member shall be responsible for regularly monitoring the balance on the Prepay Service account and understands that the electric service will be subject to disconnection without any written, verbal or other method of notification from the Cooperative to the member once the balance of the account reaches a negative balance.

13. A Prepay Service account shall not be eligible for payment plan arrangements.
14. Should the member have a payment returned for any reason, the returned payment will be immediately charged to the Prepay Service account. The member's account shall also be charged a return payment fee as referenced in the Cooperative's PSC approved Rules and Regulations. If there are not sufficient funds to cover the returned item and fee, the account will be disconnected immediately.
15. If a Prepay Service account is disconnected due to lack of funds or any other reason, the Cooperative shall be held harmless for any damages due to loss of energy service. Likewise, if the account is disconnected and the member applied funds to the Prepay Service account thus causing the account to be reconnected, the member accepts full responsibility for any damages to the location caused by the account being reconnected and holds the Cooperative harmless from any damages arising from such a reconnection.
16. By signing this agreement, the member affirms there are no residents in the home that currently have lifesaving medical equipment that will be impacted by loss of service. Should this status change, the member shall contact the Cooperative in writing, at which time the account will be removed from Prepay Service. It is the responsibility of the member to confirm the Cooperative is in receipt of the written request for removal from Prepay Service.
17. A Prepay Service account will be disconnected if the balance of the account becomes negative. The account will be disconnected regardless of weather or temperature; the member is responsible for ensuring that the Prepay Service account is funded. **A prepay account that is disconnected due to a negative balance will be required to pay the balance plus a minimum of \$10.00 to replenish the account before the account is reconnected.** _____ **Member initials**
18. Financial assistance in the form of a promise to pay for a Prepay Service account will not be credited to the account until payment is received. The promised assistance will be credited to the prepaid balance upon receipt.
19. If a member on a Prepay Service account presents a Certificate of Need, a Medical Certificate or qualifies for a Winter Hardship Reconnect, the member shall be required to transfer to a post-pay service account and understands a deposit may be required.
20. If a member wishes to disconnect service, the member shall be refunded any balance on the Prepay Service account. Any refund will be processed in the same manner as a post-pay account refund.
21. The Prepay Service agreement shall be in effect for one (1) year. After one year, the member may elect to opt out of the Prepay Service program by submitting a request for cancellation to Clark Energy in writing. If Prepay Service is ended, the member must meet the requirements of a post-pay account for continued service.
22. The member, by signing this agreement, confirms the ability to receive electronic communications and understands it is the member's responsibility to manage their own communication devices.
23. The undersigned agrees that Cooperative personnel have thoroughly explained this Prepay Service program and have fully informed the member of all aspects of the program.

Preferred method of notification: E-mail _____ Text _____ Both _____

Low balance notification: Three (3) days average usage _____ OR \$ _____

Member Signature: _____ Last 4 SSN: _____ Date: _____

Member Signature: _____ Last 4 SSN: _____ Date: _____

CSR Signature: _____ Date: _____