

PrePay Agreement

Member #: _____ Name: _____

Service Address: _____

Phone #: _____ Cell/Text #: _____

Email Address: _____ Gate Code: _____

Notification Method: (select all that apply) Phone Call Text Email

1. _____ (Initial) I understand that my PrePay account balance will be calculated on a daily basis. Bandera Electric (BEC) will contact me when the account reaches the specified balance of: _____ (\$25 minimum balance)

2. _____ (Initial) I understand that BEC will make every reasonable attempt to reach me using my preferred notification method(s) set forth above when my account balance is less than the specified balance. **It is my responsibility to make sure BEC has current contact information. BEC will not leave disconnection notices at the property.**

The undersigned member hereby agrees to the following terms and conditions of participation in the PrePay program.

Current Account Balance: \$ _____

Amount Billed to Current Meter Read: + _____

Less Security Deposit Refund * (if applicable) - _____

Required Minimum Starting Balance: + _____

Active Members: \$25
New Members: \$50 (\$25 Membership Fee)

Total Amount Owed = _____

Amount Paid Today - _____

Balance to be Converted** = _____

Starting Account Balance = _____

* A security deposit, paid in full, may be required if you go off the program. Normal account rules will apply for deposits.

** A percentage (50 percent) of every payment will be applied to the converted amount until paid in full.

3. _____ (Initial) I understand that I am responsible for a (\$0.83 cents per day) charge to cover fixed and operating costs.

4. _____ (Initial) I understand that automatic disconnection of my service will occur, excluding weekends and holidays, when my PrePay account reaches a \$0.00 balance. Service will automatically be reconnected as soon as the minimum payment of \$25 plus cost of electric use is posted to my account.

5. _____ (Initial) I understand that payments may be made at the BEC kiosk, by phone at 866.226.3372 or online at BanderaElectric.com using the SmartHub app. These methods are available 24/7 for your convenience. Payments may also be made at a BEC office. Hours vary but are generally normal business hours from 7:30 a.m. to 5:30 p.m. Monday through Friday. A list of office locations is available on the BEC website. There will be a delay in crediting your BEC account if payments are made thru other designated convenience and grocery stores.

6. _____ (Initial) I understand that if my service is disconnected for ten (10) consecutive days, the account will be permanently disconnected and the membership fee will be applied (unless I have another active account with BEC). I will need to contact BEC to start a new account. I will be responsible for the membership fee (if applicable), daily fixed charges \$0.83 cents a day (other than usage) for the disconnected days.
7. _____ (Initial) I understand that PrePay is a prepaid energy plan; and as a participant of PrePay, I am required to fund my account(s) in advance to receive electric service. Failure to maintain adequate funding in advance will result in the disconnection of electric service.
8. _____ (Initial) I understand that I will not receive regular monthly bills or disconnect notices from BEC. It is my obligation to know and determine the amount of funds deposited for my PrePay account at any point in time. I understand that information about my PrePay account including payments, balance and usage history is available online via my BEC Smart Hub account as well as by phone via the BEC Interactive Voice Response (IVR) system. To establish online access, I must register at BanderaElectric.com. I will need an account number, phone number and an active email address to create an online account.
9. _____ (Initial) I understand that if I am an existing member and convert to a PrePay account, the existing deposit (if applicable) will be applied to all past due and current charges on the account. I must have a minimum starting credit balance of \$25 at the time of conversion.
10. _____ (Initial) I understand that if I have a prior unpaid balance on my account, 50 percent of each payment I make will be applied to the outstanding balance of my account until the unpaid balance on the account is paid in full.
11. _____ (Initial) I understand that PrePay accounts are not eligible for payment arrangements, budget billing, bank draft or recurring credit card payments. **Energy assistance payments are accepted and will be applied to the account when payment is received.**
12. _____ (Initial) I understand that any returned payments received will be charged to my account immediately. If this causes the credit balance to be depleted, service will be disconnected. Any meter tampering activity will result in immediate disconnection and any related fees must be paid before service will be reconnected.
13. _____ (Initial) I understand that if I should request termination of service, I will receive a full refund of any remaining credit balance on the account. The refund will be mailed in the form of a check to a forwarding address. Please allow up to 2 weeks processing time for reimbursement after service has been terminated.
14. _____ (Initial) I understand that my enrollment and participation in the PrePay program is purely voluntary. I may convert my PrePay account to a monthly billed electric service at any time after the initial enrollment date. At such time, BEC will require full payment of all unpaid balances and a security deposit to continue electric service.
15. _____ (Initial) I understand that the terms and conditions of this Agreement and PrePay program supersede and replace any and all **consistent** provisions of BEC's consumer standards and billing practices.
16. _____ (Initial) I understand that **Bandera Electric Cooperative is providing the PrePay program option to me at my request. I agree to indemnify and hold harmless Bandera Electric Cooperative, its employees and agents, from and against any and all losses, cost and damages of any kind or nature, including attorney fees and expenses, arising out of resulting from my participation in PrePay or from electrical service reconnection, interruption or disconnection occurring in accordance with this Agreement.**
17. _____ (Initial) I know and accept that I am solely responsible and liable for maintaining uninterrupted electric service by keeping a positive balance in my account and for the safety of any person or persons (including without limitation, any person or persons with medical conditions requiring electric service to operate medical equipment needed for their health and well-being) that currently are or will be residing at my location.
18. _____ (Initial) I acknowledge that my account is not a critical care account.
19. _____ (Initial) I understand the difference between PrePay and post-paid service. I certify that I have read this Agreement or that it was read to me and that I understand the terms and conditions of the Program. By signing this Agreement below, I hereby agree to abide by the terms and conditions of this Agreement and all other applicable service rules and regulations of Bandera Electric Cooperative. Accordingly, I hereby request that Bandera Electric Cooperative establish or convert my current account to a PrePay account in my name.

Applicant's Signature: _____ Date _____

FOR OFFICE USE ONLY

Member Contact Method: Office Visit Mail Online

Date & Time: _____ Accepted By: _____

Revised 01/2019