
Piedmont EMC Prepay Service Enrollment Agreement

I wish to participate in Piedmont EMC's Prepay billing program and agree to pay a minimum amount of \$55 to begin service. By enrolling in the in the Prepay program Piedmont EMC agrees to waive my minimum \$400 (or greater) security deposit. The payment of \$55 will be applied to a \$5 membership fee and the remaining \$50 will be applied as a credit toward future energy use under the Prepay program.

For existing Piedmont EMC members only: I understand that when my account is converted to the Prepay program, my existing deposit, if any, will be applied toward my outstanding balance with any remaining credit applied to my Prepay account. If my deposit does not fully cover the outstanding balance, I may be required to pay some or all of the balance. I may also choose to enter a debt recovery plan (see below if applicable).

I understand that electric service will be subject to immediate disconnection any time my account does not have a credit balance. Members with internet/smart phone access will receive email alerts of a Low Balance, a Pending Disconnect or a Disconnect Notice. Members without internet access can only receive a phone alert for a Low Balance. This alert generates a phone call each day a members' balance is below \$25. It will stop calling when the balance is \$25 or above.

Payments can be made in any amount; however, service disconnected due to not having a credit balance will require payment of the outstanding balance, debt recovery (if applicable) and any additional charges (if applicable). Additionally, a minimum amount of \$25.00 is required for service restoration. It will be credited toward future energy use. When making a payment for reconnection of service, members enrolled in a debt recovery program must be sure that payment is sufficient to cover all reconnection charges.

I understand that I will not receive a monthly billing statement. Account information will be available via the internet website pemc.smarthub.coop or by telephone through Piedmont EMC's Automated Account Information line at [1.877.999.3394](tel:18779993394) or contact Piedmont EMC at [1.800.222.3107](tel:18002223107). I understand I am responsible for managing my Prepay account. I understand it is my obligation to know and/or determine the amount of my credit balance at any time and to make necessary payments to keep a credit balance and avoid disconnection.

I understand that in the event of a returned check, the check amount will immediately be charged back to my account along with a returned check fee of \$25.00. If I no longer have a credit balance as a result, service will be disconnected.

I understand that at any time I may elect to convert my account to a regular (post paid) service. At such time, the Cooperative may require full payment of a security deposit as a condition of continued service.

Service terminated at the request of the consumer will receive a refund of any remaining credit on the account.

Prepay Program Fees and Daily Piedmont EMC Charges

There are no additional fees for the Prepay program unless my account requires a remote disconnect collar. I understand that a remote disconnect collar will be installed the first time my account is subject to disconnection due to not having a credit balance. A one-time service fee of \$30 will be charged. An additional daily remote disconnect collar fee of 12 cents per day will also be charged. I understand the collar will remain installed and the daily fee assessed until my account has maintained a credit balance for a minimum of one (1) year. For accounts that already have a remote disconnect collar, no \$30 service fee will be charged. I understand I will still be charged the daily remote disconnect collar fee of 12 cents. It will remain until my account has maintained a credit balance for a minimum of one (1) year.

Prepay participants also pay the same monthly facility charge of regular pay accounts. With Prepay, the facility charge is broken down into a daily (pro-rated) amount and combined into your total daily cost of service. As with regular pay accounts, these costs are charged to your active account regardless of the amount of electricity you use.

Each night, the meter for Prepay accounts are read to determine the amount of energy used for that day and therefore the corresponding cost. When the meter is read, the associated cost is deducted from the member's account balance. When a meter is unable to be read, an estimate of the amount of energy used for that day is charged to the member. This estimate is based on past usage. When the meter is next read, the actual energy use will be sent to the Cooperative. The estimated use charged for the previous day will be deducted from the actual energy use and the corresponding credit or debit will be applied to the account. This billing adjustment will be performed at least once a month to ensure billing accuracy. I understand that my account balance is an estimate of how much funds I have remaining, and I must keep a sufficient balance to avoid disconnection when my true-up occurs.

I agree to participate in the Project Helping Hand program, unless I otherwise notify the Cooperative, by having my monthly billing adjustment bill rounded up to the nearest dollar.

I certify that I have read this agreement (or had it read to me) and that I agree to these rules as well as all service rules and regulations and am requesting to establish Prepay electric service from Piedmont Electric Membership Corporation.

I consent to the Cooperative contacting me by telephone at the telephone number below through the Interactive Voice Response System.