



# Prepaid Service Agreement

Applicant Name(s): \_\_\_\_\_


Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Pay by Phone 4-digit PIN: \_\_\_\_\_

Email Address: \_\_\_\_\_

\* In order to receive text and email notifications, please complete the online set-up by following the instructions on the Smarthub Registration email; then select your preferences under 'Notifications → Manage Notifications' \*

## Ways to Pay

Online	Mobile App	Phone	In Person	We Accept
www.capitalelec.com		1 (877) 853-5928 24 / 7	4111 State Street Bismarck, ND 58503	Cash, Check, All major Credit Cards

The undersigned (hereinafter called the "member") hereby applies for participation in the Prepaid Program offered to members of Capital Electric Cooperative (hereinafter called the "Cooperative") and agrees with the Cooperative to the following terms and conditions:

- The member acknowledges that they are solely responsible to regularly monitor the balance of the prepaid account and understands that electric service will be subject to disconnection without any written notification from the Cooperative to the member once the balance of the account reaches zero (\$0.00). Upon disconnection, a disconnect fee may be charged to the member at the current rate established in Board Policy IV-6 (Billing, Collections, Delinquencies, and Disconnections).
- The member understands that due to the automated nature of the program, 1) the medical and health conditions of any person located at the address where electric service is furnished by the Cooperative, or 2) inclement weather conditions or temperatures will not postpone disconnection of electric service.
- The member acknowledges that they will not be mailed a monthly statement of electric usage and other applicable fees or charges.
- If the member changes any of the contact information (i.e. phone number, email address, etc.) provided on this agreement, it is the responsibility of the member to notify the Cooperative of any such changes immediately.
- The member understands that they will receive alerts (via phone / email / text) regarding their prepaid account(s) and agrees that by disclosing a landline, mobile or other phone number, Capital Electric or its agents or contractors may call the member on that number using an automated pre-recorded telephone dialer and/or that Capital Electric or its agents or contractors can leave a pre-recorded message and/or text message on that number.

(continued on back)

- The member agrees that they may purchase electricity at any time in payments equal to or exceeding a \$25.00 minimum purchase amount. Electricity may be purchased online or by telephone 24 hours a day, or during normal business hours at the Cooperative office. If payment is made after the account has reached a zero balance, service will be reconnected after funds have been received and posted to the account.
- Prepaid accounts are not eligible for payment arrangements with the Cooperative and energy assistance will not be applied until received as payment on the member's prepaid account.
- If an active member wishes to discontinue prepaid billing, the member may be required to pay a deposit, as established by the Cooperative. If service is to be disconnected and finalized, any credit balance remaining on the prepaid account will be refunded and mailed to the member's forwarding address.
- The member authorizes the Cooperative to transfer any outstanding balance on the member's account to the prepaid account. Any balance remaining after application of any accrued deposit will be paid by application of twenty-five percent (25%) of the member's future electricity payments until the remaining balance is paid in full.
- Any deposit previously paid by the member to the Cooperative will be applied to the member's outstanding balance at the start of participation in the Prepaid Program and any credit remaining after application of the deposit shall be applied to the member's prepaid account balance.
- The member shall pay any returned payment and service charges, and further agrees that all such applicable charges are required to be paid in full before any member payments are applied to the balance of the prepaid account or outstanding prepaid amount.
- The member shall purchase electricity from the Cooperative in accordance with the current and any future rate schedule of the Cooperative on a prepaid basis for the above-referenced account.
- The member understands that the terms and conditions set forth in the member's Application for Membership / Service continue to apply, in addition to the terms and conditions of the Prepaid Program, subject, however, to any changes set forth in this agreement.
- The member shall pay any applicable charges as fixed by the Cooperative by-laws and the policies, rules and regulations of the board of directors, as may be required for the member to participate in the Prepaid Program.
- The Cooperative reserves the right to remove any member from the Prepaid Program at any time, without consent or notification. The Cooperative reserves the right to modify or terminate this program at any time.

*By signing this form, the member acknowledges that they have read and accept the terms and conditions of the Prepaid Service Agreement.*

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

OFFICE USE ONLY - Account Number \_\_\_\_\_