



PowerNow! with Prepay Agreement

Name(s): _____ Date: _____

Account #: _____ Service Location #: _____ Member #: _____

Email Address: _____

1. The undersigned member(s) desire to participate in *PowerNow! with Prepay* as provided by Pierce Pepin Cooperative Services (“PPCS”) Policy Bulletins 10.15 and 10.16. By signing this Agreement, the undersigned member(s) acknowledge that they have read, understand and agree to comply with all of the terms and conditions of those policies.
2. The undersigned member(s) understands and agrees that billing and payment for usage under *PowerNow! with Prepay* occurs daily, rather than monthly. In the event that the meter cannot be read automatically, the pre-pay account will be debited according to an estimate based on historical usage. Electric service shall automatically be disconnected under the terms and conditions of Policy Bulletin 10.16 upon the account balance reaching zero. The member remains liable for all usage that may occur in the event that the prepaid meter does not automatically disconnect when the account balance has reached zero.
3. By signing this Agreement, the undersigned member(s) affirm that there are no residents in the home served by the account with any medical conditions requiring life-sustaining equipment that will be impacted by the loss of electric service. If those circumstances change, it is the responsibility of the member to immediately contact PPCS in writing and the account will be removed from *PowerNow! with Prepay*.
4. PPCS has made a determination that the above account is eligible for participation in *PowerNow! with Prepay* and hereby acknowledges receipt of an initial payment of \$ _____ for prepaid service to begin on _____.
5. The undersigned member(s) acknowledges that PPCS reserves the right to remove any member from *PowerNow! with Prepay* at any time, without consent or notification, and to modify or terminate this Agreement or the *PowerNow! with Prepay* program at any time.
6. The participating account shall remain in the *PowerNow! with Prepay* for a minimum of 12 months, unless removed from the program by PPCS or service to the account is disconnected at the request of the member or transferred to a different member.
7. (If applicable): The undersigned member(s) acknowledge that there is due and owing to PPCS an outstanding balance of \$ _____ on the account after the application of any security deposit. The undersigned hereby agrees that _____% of each addition of funds by the member to the prepay account, beginning with the initial payment set forth in paragraph 4

above, shall be applied to the outstanding balance until satisfied.

8. The undersigned member(s) acknowledge that they must pay \$25 to have on their account to start the program.
9. The undersigned member(s) acknowledge that they are responsible for the timely purchase of power from PPCS. Additions of funds with a minimum of \$10.00 per payment may be made anytime online at www.piercepepin.coop, and by automated phone system at 866-999-8451 (online and phone payments do not post to member accounts between 6:30 PM and 6:45 PM and from 10:25 PM to 12:30 AM). Payments can also be made at the PPCS office or by telephoning the office during posted business hours at 715-273-4355 or 800-924-2133.
10. The undersigned understand that SmartHub, the Cooperative's web-based account management program, available at: <https://piercepepin.smarthub.coop>, may be used to manage their prepay account and to provide notifications of low balances. Members with smartphones are strongly encouraged to download the SmartHub mobile application on their device to receive low balance notices and to view their account at any time. Failure by the member to sign up for or receive low balance notifications shall not prevent PPCS from disconnecting, load cycling, or load limiting the account under Policy No. 10.16 due to a zero balance.
11. The undersigned member(s) shall immediately inform PPCS of any change of billing address, telephone number or email address for purposes of notification.
12. The undersigned member(s) expressly agree to hold PPCS, its directors, officers, employees, agents, and representatives harmless and defend the same from any claims, disputes, actions, damages, or liabilities, including attorneys' fees, arising from the loss of electric service as a result of participation in *PowerNow! with Prepay*.
13. Any unauthorized modification or tampering with PPCS equipment will result in one or more of the following:
 - a. Immediate removal from *PowerNow! with Prepay*;
 - b. Disconnection of service;
 - c. The addition of applicable fees and charges to the account;
 - d. Possible legal action.

I have read and understand the above-terms and conditions required to receive *PowerNow! with Prepay* service from Pierce Pepin Cooperative Services.

Signature: Member #1

PPCS Representative

Date

Signature: Member #2