

Electronic Communications Terms & Conditions

By signing up for electronic communications with Pierce Pepin Cooperative Services (“PPCS”), you consent to receive all communications relating to your Pierce Pepin Electric Account in electronic form. This may include when you utilize electronic bill payment through your financial institution with a third-party servicer, such as SmartHub. The communications covered by your consent include your billing statement, any disclosure required by federal or state law and any modifications to the contract that governs your account or notices of a change in terms. Communications may include your name and some information about your account, including your balance or the due date. Electronic Communications may be disclosed to any party with access to your electric or e-mail account or hardware or software used to view your electric or e-mail account. Any legally required notice that would not be available electronically will be sent to you by U.S. mail.

By signing up for electronic communications at this website, you confirm that you can receive and access electronic communications.

How to Withdraw Your Consent:

If you want to withdraw your consent to receive electronic communications, you may contact PPCS by contacting us at 800-924-2133 or logging into SmartHub at www.piercepepin.coop and choosing to enroll in paper statements.

PPCS will not impose any fee to process the withdrawal of your consent to electronic communications. However, you will not be able to receive your PPCS billing statements and any inserts electronically if you do not consent to receive electronic communications or if you withdraw your consent. Any withdrawal of your consent to electronic communications will be effective only after there has been a reasonable period of time to process your withdrawal request.

Hardware and Software Requirements:

In order to access and retain electronic communications, you must have the following:

SSL-Enabled web browser such as Microsoft Internet Explorer 11 (or later versions), Microsoft Edge (latest production version), Google Chrome (latest production version), or Mozilla Firefox (latest Production Version); a personal computer, operating system and telecommunications connections to the Internet capable of supporting the foregoing; and sufficient electronic storage capacity on your hard drive or other data storage facility, or a printer that is capable of printing from your Internet browser and e-mail software.

Paper Copies of Communications:

Upon your request we will provide you with a paper copy of a communication PPCS provided electronically.

Communications in Writing:

All communications in either electronic or paper format from us to you will be considered “in

writing". You should print or download a copy of these Electronic Communication Terms & Conditions and any other communication that is important to you.

Payment Information:

When you elect to stop paper statements, payments must still be received by PPCS on or before the due date on your billing statement. You can do this through an electronic bill pay service (through our website or using a third party service or bank); by phone at 866-999-8451 to pay with debit card, credit card or check; mailing or dropping off your payment to us at the address shown on the electronic billing statement or by putting your payment in the secure night deposit box.

Updates to Your Records:

You agree to promptly update your electronic mail address and other contact information if a change occurs. You also agree to promptly update your mobile or other telephone number if it changes at any time. Failure to provide PPCS with timely updates may result in termination of electronic billing and other electronic communications.

Returned E-Mails:

If e-mails advising you of the availability of statements are returned to us, we may cancel your enrollment and resume sending you paper statements in the mail. If this happens, you will need to re-enroll to receive electronic communications with updated information.

SPAM Filters:

You are responsible for ensuring that any SPAM filters recognize e-mail originating from us. If you fail to receive e-mail notifications and/or electronic billing statements from us after enrolling for electronic communications, please check with the provider of your email account and/or the SPAM filter associated with your e-mail account.

Account Delinquency:

We reserve the right, at any time and without notice, to stop providing you with electronic billing statements and provide your paper statements if your account is not maintained in good standing.