

Elkhorn Rural Public Power District (ERPPD)

Prepaid Service Agreement/Terms and Conditions

Prepaid billing is available to single phase residential and farm residential only services.

As an existing customer, I understand that when my traditional account is converted to prepaid, the total amount owed through the current reading will be calculated and determined an amount to pay to get to the required beginning credit balance of \$50.00. Any deposit held on the traditional account will be transferred to the prepaid account. New customers are eligible and will not require a deposit.

Prepaid billing requires the account to maintain a credit balance at all times. Billing on a prepaid account will be run daily. Prepaid billing accounts will receive daily notifications. No invoice or billing on paper or e-bill is sent on prepaid accounts. Customer's have access to account information 24 hours a day online through the website, www.erppd.com, or the free ERPPD app available in the Google Play Store or Apple Store. Electric services will be subject to immediate disconnection at any time the account does not maintain a credit balance. Automated disconnects are issued Monday-Friday. Inclement weather or temperature will not postpone disconnection.

Customers with a medical issue or a Notice of Power Requirement on file in the office are eligible for Prepaid billing. **HOWEVER, PREPAID BILLING CUSTOMERS MUST UNDERSTAND THAT THEY ASSUME FULL RESPONSIBILITY FOR THEIR ACCOUNT. PREPAID BILLING CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT MEDICAL OR HEALTH CONDITIONS WILL NOT POSTPONE DISCONNECTION OF SERVICE, THE SERVICE WILL BE AUTOMATCIALLY DISCONNECTED IF A CREDIT BALANCE IS NOT MAINTAINED.** _____(Customer Initials).

Payments can be made in the office, by phone, by mail, on-line through the website, or the ERPPD app. If the account balance is less than \$0.00 and service is disconnected, all outstanding charges plus a \$20.00 minimum credit balance must be established to restore service. No disconnect, reconnect, or late payment fees will be assessed to the account. Reconnection of service is automatic upon receipt of payment. Assistance payments will be posted to the account when received. Prepaid billing accounts are not subject to extensions or pledges from third parties.

CUSTOMER IS SOLELY RESPONSIBLE FOR ANY AND ALL ELECTRICAL SAFETY ISSUES THAT COULD BE PRESENT WHEN POWER IS RESTORED. Customer must exercise caution prior to reconnection of service. Customer must confirm that electric stoves, heaters or any other electric device is in a safe condition before reconnecting service. **ERPPD ASSUMES NO RESPONSIBILITY FOR DAMAGE CAUSED AS A RESULT OF UNSAFE CONDITIONS IN THE HOME WHEN ELECTRIC SERVICE IS RECONNECTED.** CUSTOMER HEREBY AGREES TO INDEMNIFY AND HOLD DISTRICT HARMLESS FOR ANY AND ALL CLAIMS ASSOCIATED WITH ANY DAMAGES TO THE CUTOMER OR THE CUSTOMER'S PROPERTY THAT MAY ARRISE AS THE RESULT OF CUSTOMER'S RECONNECTION OF SERVICE OR FROM THE DISCONNECTION OF SERVICE DUE TO THE FAILURE BY CUSTOMER TO MAINTAIN A CREDIT BALANCE.

Account notifications will be sent daily by text messaging, email, or both. It is the customer's responsibility to notify ERPPD of any changes to contact information. ERPPD provides notifications but cannot guarantee receipt. There are up to six different notifications that could be sent. Each day a daily usage notification will be sent. A payment notification will be sent when a payment is made on the account. A low balance alert will be sent once your account balance gets to a certain threshold set by the Customer, if you choose that option. A pending disconnect notification will be sent if your account balance is below \$0.00. If the service is disconnected, a service disconnect notification will be sent. Once payment has been received, a reconnect notification will be sent.

If a prepaid billing account is inactive for 14 days or service is transferred to another customer, the account will be considered inactive and a final bill will be calculated and mailed. Any credit balance will be refunded to customer. If a balance is still owed, payment is expected immediately. Prepaid billing in no way releases the customer's responsibility for paying a final balance due.

The Customer may convert a prepaid billing account to a traditional billing account at any time, subject to District Policies including the Meter Deposit Policy# 3050.

I understand these terms and conditions and the difference between traditional billing and prepaid billing. I am requesting to establish prepaid electric service from Elkhorn Rural Public Power District. I also understand it is my responsibility to maintain a credit balance to continue service.

_____ I request that my account be prepaid billing. Date: _____ Account#: _____

I give Elkhorn Rural Public Power District permission to contact me by phone, text messaging, and/or e-mail for prepaid billing notifications. I understand it is my responsibility to contact ERPPD of any changes in contact information (phone number or e-mail).

Notify me by: _____ Text Messaging (_____) _____ and/or _____ E-mail _____

Cell Phone Provider: _____

Signed: _____ Print Name: _____