



MEMBER AGREEMENT • RESIDENTIAL RATE 30*

Name: _____ Account Number: _____

Location Number: _____ Deposit Applied: \$ _____

Starting FlexPay Balance: _____ Starting Debt Management Balance: _____

Delivery Information For Alerts & Reminders:

Cell Phone Number: _____ Cell Phone Carrier: _____

E-mail Address: _____

Alerts & Reminder Options:

Send low balance threshold alert when my balance reaches \$ _____ (Required alert/Minimum \$5)

- | | | |
|---|---|---|
| <input type="checkbox"/> Payment confirmation | <input type="checkbox"/> Daily balance | <input type="checkbox"/> Returned check |
| <input type="checkbox"/> Service connected | <input type="checkbox"/> Service disconnected | <input type="checkbox"/> Pending disconnect |

MEMBER AGREEMENT • TERMS AND CONDITIONS

1. Participation in FlexPay is voluntary. I may discontinue participation in the program at any time and convert to a post-paid account after settling any unpaid balances and providing any security deposit deemed necessary according to Tideland EMC's service rules and regulations.
2. Members establishing new electric service and opting for a FlexPay account are subject to a standard new connect fee of \$20 which must be paid prior to service activation along with the establishment of a \$25 FlexPay credit balance.
3. Existing members who wish to convert an active post-paid account to FlexPay are exempt from new connect fees. Any existing security deposits will be credited to the member's FlexPay account less any outstanding account balances or unbilled usage. In the event the member has insufficient security deposit to cover outstanding debt, the member agrees to a FlexPay debt management plan with 30% of program payments going to debt management and the remaining 70% going to energy purchases until the debt has been fully recovered. A minimum \$25 FlexPay credit balance is required to activate enrollment.
4. Outstanding debt on an inactive account that has already been transferred to a collection agency or been subject to a write off must be fully satisfied before establishing new service.
5. By signing this agreement I acknowledge that I am responsible for monitoring my own prepaid account balance and that the co-op has provided me the information necessary to access my account balance via the online member portal and the co-op's 24-hour automated phone system. I further agree to immediately notify the co-op of any changes to my cell phone number and/or email address for the purpose of receiving low balance alerts.

6. I understand that I will no longer receive an electric bill nor will I receive prior notice of service disconnection beyond the co-op's transmission of a low balance alert. Failure to receive or monitor low balance alerts will not exempt me from service disconnection.
7. I understand that electric service must be paid for in advance and that my account will only be credited when payment is received. As such, I cannot participate in the co-op's bank or credit card draft programs and will not be eligible to participate in any payment arrangement plans or levelized billing. Minimum FlexPay payments are set at \$10.00 per transaction.
8. I understand that using third party payment processors will not result in immediate credit to my account and I could be subject to disconnection of service while the payment is in transit.
9. I understand that when a third party, such as the Department of Social Services, makes a financial pledge on my account I am not exempt from disconnection of electric service since my account will not be credited until the third party's payment is received by the co-op.
10. I understand that mail, drop box or cash payments can only be processed during normal co-op business hours. To make an after-hours payment for which I want to receive immediate credit I must do so by electronic check, credit card (MasterCard or VISA) or debit card via the member portal or the co-op's 24-hour automated phone system.
11. In the event I fall to a zero balance my service is subject to immediate disconnection. While there are no disconnect or reconnect fees billed on FlexPay accounts I will be required to settle any unpaid amounts and establish a \$25 credit balance before electric service is reconnected. After satisfactory payment is made, allow up to 30 minutes for your electric service to be reconnected.
12. My account is subject to all other normal co-op service fees and in the event of a returned check any related fees will immediately be deducted from my FlexPay account balance.
13. In the event of service disconnection I have seven days to make a payment on my account to reactivate electric service or the co-op will final bill me the next business day. Should I choose to reactivate electric service less than one year after final billing I must pay any outstanding charges and the per day basic facilities fee for the period of inactivity before electric service is reconnected along with establishing a minimum \$25.00 credit balance.
14. If service is disconnected and I make satisfactory payment to reactivate service it is my responsibility to make sure my home is ready for immediate service restoration. It is recommended that you be at home when service is restored to ensure that no safety hazards exist (such as a stove burner or iron left in the "On" position). I will hold Tideland EMC harmless for any losses associated with the disconnection or restoration of electric service.
15. If the member requests service termination any unspent credit balances will be refunded. A refund check will be mailed to the member's last known address.

Member Signature: _____ **Date:** _____

Service Rep Signature: _____ **Date:** _____

**Residential rate 30 is billed at the same rate as residential rate 1 plus an \$8.99 monthly convenience fee.*