

**Application & Participation Agreement
For the Prepay Billing System**

Member Name: _____ Account No: _____

Service Location: _____ Service Address: _____

Email: _____ Phone: _____

I hereby apply for participation in the Prepay Billing System (hereinafter called ‘Prepay’) offered to members of Egyptian Electric Cooperative (hereinafter called the ‘Cooperative’). I have read and agree to the terms of this Application and Participation Agreement for the Prepay Billing System. Moreover, I have spoken either in person or via telephone with a Cooperative employee regarding this program. Prepay has been explained to me and all my questions have been answered to my satisfaction by Cooperative staff. I understand how Prepay operates, the correct process to make payments and realize that failure to make payments will result in the automatic disconnection of electric service with no prior notice when any existing payment credits are exhausted. I unequivocally agree to the following terms and conditions:

1. It is my responsibility to notify the Cooperative of any changes that occur in my contact information. I give the Cooperative, its agents and/or contractors permission to contact me at the phone numbers shown above by use of an automatic telephone dialer and permission to leave a prerecorded voice message and/or text message to that number. I agree to notify the Cooperative immediately in the event I change or give up the use of the phone number listed above. I acknowledge that I have the right to revoke permission at any time by contacting the Cooperative, but I will forfeit the benefit of any automated Prepay reminders and notifications.

2. I agree to purchase electric service from the Cooperative in accordance with the present, and any future, rate schedule of the Cooperative for Prepay. I agree to pay all standard fees and charges relating to providing electric service.

3. I understand it is my responsibility to regularly monitor the balance on my Prepay account, either via the SmartHub App, the Pay-by-Phone Service, or the Cooperative Website. I understand that should the balance reach zero dollars (\$0.00) or less, the service will automatically disconnect on regularly scheduled working days and during normal business hours when the temperature during the following 24-hour period is predicted to stay above 32 degrees Fahrenheit and below 90 degrees Fahrenheit, regardless of weather events, health or medical circumstances, or other conditions or circumstances. To have service automatically restored, I shall make payment on my Prepay account to cause the balance to be above zero dollars (\$0.00). I understand that I can make payments during normal business hours by phone, by mail, or in person at the Cooperative office. I can make payments during normal business hours and afterhours via the SmartHub App, the Pay-by-Phone Service, the Cooperative Website, or Payment Kiosk. I can also make payments through Moneygram and Vanilla Direct Pay participating locations. For many electronic payments, there is a \$10.00 minimum.

4. I understand that participation in Prepay means that I will not receive mailed notices of disconnection. I understand that I will not receive a bill and that it is my responsibility to monitor, to determine, and to know the status of my service including, without limitation, my credit balance. Failure to receive, to determine, or to be

aware of any notice, account status, credit balance through the SmartHub App, the Pay-by-Phone Service, the Cooperative Website or otherwise, or for any reason, will not exempt or prevent the service from disconnection should the balance fall to zero dollars (\$0.00) or below.

5. I understand that Prepay will automatically disconnect without notice and without delay. I understand that my participation in Prepay prohibits me from receiving a delay in service interruption due to a resident being seriously ill or otherwise. I agree that should myself or a resident at my service location have or develop a serious illness, it is my responsibility to disclose such facts to the Cooperative and not apply for or participate in Prepay. I understand that to receive non-prepay electric services at any time, as a traditionally billed member, I shall first meet all necessary requirements for non-prepay electric service and pay all appropriate fees and/or deposits before non-prepay electric service would be provided.

6. I understand the Cooperative will, with or without notice to me, immediately debit a returned payment, along with any associated charges, to my Prepay account in accordance with EECA Policy 114 (Returned Payments). Should such debit cause my balance to fall to zero dollars (\$0.00) or below, my service will disconnect.

7. I shall inform the Cooperative when I wish to terminate this agreement within 14 days. I understand the Cooperative reserves the right to remove me from Prepay at any time, with or without notice to me, and without my consent. This includes inactivity on the account for a period of 14 days or more. The Cooperative reserves the right to modify or end Prepay at any time.

8. I understand that any tampering with Cooperative equipment or with my service is unlawful and will be handled in accordance with EECA Policy 119 (Meter Tampering).

9. I acknowledge that electrical services will be provided only in the amount of the Prepay credit and that upon the Prepay credit being exhausted, electrical services are subject to disconnection and automatic termination without notice in accordance with EECA Policy 117 (Use of Prepay Billing System), and that the Cooperative will have no liability for the termination of electrical services upon the Prepay credit being exhausted. I hereby release Egyptian Electric Cooperative from all causes of action, claims or damages, or death, personal injury or property damage arising from any use of the Prepay equipment or service, including but not limited to the automatic termination of electric service upon Prepay credits being exhausted. I further hereby agree to indemnify and hold harmless the Cooperative from any bodily injury, death or property damage to any person arising from any use of the Prepay equipment or service, including but not limited to the automatic termination of electrical service upon prepay credits being exhausted, which indemnity shall include any liability, expense, cost or attorney's fees that the Cooperative might incur in defending against any such liability claim.

10. I understand the \$100.00 immediately due consists of \$50.00 representing the initial amount applied as a credit on my Prepay account for electric usage, and \$50.00 representing a security deposit on my account. Any additional past due balances or payment arrangements will be included in supplemental documentation.

Member Signature: _____

Printed Name: _____ Date: _____

EECA Representative: _____ Date: _____