



PowerUP

Duck River EMC's Pre-Pay Program

Residential Pre-Pay Program Participation Agreement

Name:	_____	Co-applicant	_____
Account #	_____	Location #	_____
Phone #	_____	2 nd Phone #	_____
E-mail	_____		

1. The undersigned (hereinafter called the "Member") hereby applies to participate in the PowerUP program offered by Duck River Electric Membership Corporation (hereinafter called the "Cooperative"), and agrees to abide with the following Cooperative's terms and conditions:
2. Technical limitations: The metering equipment associated with the PowerUp Program requires consistent communications via commercial cellular networks. Signal viability varies by physical locations and cannot be guaranteed in advance of deciding to participate in the program. The Member recognizes that DREMC does not have control of the commercial networks and thus is not responsible for lack of performance of the PowerUp program due to communication limitations.

NOTE: This program is not available at this time for customers having service sizes larger than 200A.

3. Periods of time without communication may result in usage estimations and the inability to provide account balance or payment information on a daily basis. If in the sole opinion of the Cooperative the communications are not adequate, the Member will be removed from the PowerUp program and given the option to apply for service under the standard service options available at that time.
4. Member shall purchase electric energy from the Cooperative in accordance with the Cooperative By-Laws and in accordance with the rate schedules of the Cooperative on a pre-pay basis for the above-referenced account.
5. Member understands that the terms and conditions set forth in the Application for Membership and Electric Service continue to apply in addition to the terms and conditions of this Agreement and PowerUP program, subject, however, to any changes approved by the Cooperative's Board of Directors.
6. **New Members** – Standard membership fees and connection fees shall apply when establishing a PowerUP account. In addition to the fees, an initial energy purchase of \$50.00 will be required to establish a PowerUP balance. A \$50.00 deposit will be required unless the deposit requirement is waived via the provisions of Cooperative Service Policy 102. All applicable fees as fixed by the Cooperative's By-Laws, Policies, Rules and Regulations also apply to participants in the PowerUP program.
7. **Existing Members** – To convert an existing account to a PowerUP account, any existing deposit in excess of \$50.00 (if applicable) will be applied toward any outstanding balances with the remaining debit/credit (if applicable) applied to the pre-paid service. In addition to applicable fees, an initial energy purchase of \$50.00

will be required to establish a PowerUP balance and can be taken from any existing deposit, if applicable, or can be taken from the Member at time of account setup. The remaining balance, if any, may be requested in the form of a check. An existing Member may be allowed to carry over past due balances and unbilled electric usage into a debt recovery plan.

8. Member's account will be subject to immediate disconnection if the PowerUP balance declines to zero. The Member acknowledges that no written notification will be provided prior to disconnection.
9. Member's account will not be disconnected after normal working hours, on weekends, and federal holidays during which the Cooperative office is closed.
10. In the event a check is returned for payment on a PowerUP account, the returned check amount and the standard returned check fee will be charged to the Member's account immediately. If this causes the Member's credit balance to be reduced to zero, electric service will be subject to disconnection without further notice from the Cooperative. Should electric service be disconnected due to the returned check, payment of the following is required before service can be reconnected: Account must have a balance of \$20 including deduction of any unpaid electric usage consumed up to the time of disconnect, the accumulated daily customer charge in the rate schedule, the accumulated daily participation fee, the returned check fee, and any other ancillary equipment fees as applicable.
11. If a Member's PowerUp account is disconnected and does not become active again after 10 days, the account will be considered inactive and will be terminated and all deposits applied to the outstanding balance. Service terminated under these circumstances or at the request of the Member will receive a final bill and/or refund check at the last known address on file. PowerUp electric service must be re-established under Section 4.
12. As a result of participation in the PowerUP program, Member will not be mailed a monthly statement of electric usage or other applicable fees or charges related to electricity billing, late notices or disconnect notices.
13. **A new Member establishing a PowerUP account understands and agrees that medical and health conditions of any person located at the address where electric service is furnished by the Cooperative will not postpone disconnection. Due to regulatory guidelines for disconnection notifications, existing members who are currently on the Cooperative's medical priority list will be ineligible for the PowerUP program.**
14. Member shall be responsible for regularly monitoring the balance on their PowerUP account and understands that electric service will be subject to disconnection without written notification from the Cooperative once the balance of the account reaches zero (\$0.00). The electronic notification system selected by the Member will replace written communication from the Cooperative.
15. Member payments can be made in the office during working hours; through the IVR telephone system (debit or credit cards only) by calling (931) 684-4621, 24 hours a day; by logging on to www.dremc.com and clicking the Pay My Bill link.
16. Members with PowerUP accounts who do not have access to the internet can retrieve their current balance, payment and usage history by calling the toll free IVR number at (931) 684-4621.
17. PowerUP accounts shall not be eligible for payment arrangements with the Cooperative. Energy assistance from different agencies shall not be applied to the Member's PowerUP account until the payment is actually received by the Cooperative. Agency commitments for payment assistance will not postpone the termination of service.

18. It is the Member's responsibility to maintain a credit balance on their account until the Cooperative receives the actual payment for the energy/payment assistance.
19. Member authorizes Cooperative to transfer the outstanding balance calculated and provided on the PowerUP Estimate from the Member's account to their PowerUP account. Members who elect to participate in the Debt Management feature of the PowerUp program further agree that thirty percent (30%) of any payments made to this account in the future shall be applied to the balance until said balance is paid in full.
20. Member may elect to convert their PowerUP account to post-paid service. In doing so, Member may be required to pay a full deposit as outlined by Cooperative Service Policy 102. Full payment of any unpaid amount in debt recovery is required to convert to a standard billed- type service.
21. Termination of service will result in a refund of any remaining credit on the account if applicable.
22. Terms and Conditions are subject to change without prior notice.

I/We have read the PowerUP Participation Agreement and accept the terms and conditions of the agreement.

Signature: _____
(applicant)

Date: _____

Signature: _____
(Co-applicant)

Date: _____