

PowerUP

Our prepay energy solution.

SERVICE AGREEMENT



DREMC offers a PowerUP Prepay metering option to any member who has residential service, except for: 1) accounts on budget or levelized billing, 2) accounts with loans attached, or 3) accounts with service requirements greater than 200 amps. To receive Prepay service, an advanced meter will be required at the location.

New Members

Any new member electing to sign up for PowerUP Prepay service will pay **\$135, which includes the following: \$10 membership, \$50 deposit, \$25 meter set charge, and a minimum prepayment of \$50 toward electricity.**

Existing Members

For existing members, any deposit in excess of the required \$50 deposit associated with the account will first be applied to all past and current charges. Any remaining deposit balance will then be applied to the PowerUp Prepay account as a credit toward future energy purchases.

If after the deposit is applied to all past and current charges the member has any unpaid balance, the unpaid balance may be eligible for debt management, with the understanding that future payments will be distributed **with 30% to unpaid balance and 70% toward future energy purchase.**

Billing/Payments

The PowerUP Prepay account will be calculated daily. Accounts with a zero/negative balance will be subject to disconnection by 10 a.m. on each business day.

The member acknowledges and agrees that no monthly billing statements will be mailed. Automatic bank draft payments are not available with Prepay service.

Periods of time without communication may result in electric use estimations and the inability to provide account balance or payment information on a daily basis.

Prepay payments can be made via one of the following methods: in the office during normal business hours; via DREMC's mobile app; by calling (931) 684-4621 and using the automated phone system 24/7 (debit or credit cards only); or via our website at www.dremc.com and clicking the Pay My Bill link and following the instructions to create your online account at the Customer Service Portal.

Energy assistance will be applied to the account only upon receipt. Prepay accounts are not eligible for payment arrangements.

If a returned check or electronic chargeback is received on the account, the amount of the return and the return fee of \$30 will be charged to the member's account immediately. If this causes the credit balance to be depleted, service may be disconnected on the same business day.

Late Notices/Service Disconnection

The member agrees to allow DREMC to initiate text and email notifications as requested when the account is below \$20. The success of text and email notification delivery is affected by factors outside the control of DREMC, thus maintaining a credit balance on the account, checking such balances and providing updated contact information, so as to ensure uninterrupted service, is the responsibility of the member. Medical conditions and/or inclement weather will not postpone service disconnection. Understanding these conditions, the best form of contact for such notification is: Text _____ Email _____ or Both _____. The first text message will be the "Welcome Message," to which you need to respond in order to opt in and receive text messages from DREMC.

Termination of Service

A PowerUP Prepay member may elect to opt out of the Prepay service at any time with the understanding that DREMC may require full payment of the account balance and/or a deposit as a condition of continued service.

Once a Prepay account has been closed, credit balances paid by electronic means, may be held up to 10 business days to ensure payment was received. The refund check will be mailed to the address on file. Please allow two weeks processing time for reimbursement once the account has been closed.

Miscellaneous

Except as modified herein, DREMC's Schedule of Rules and Regulations apply. Terms and conditions are subject to change without prior notice.

I have read and agree to the terms herein for participation in DREMC's PowerUP Prepay metering option. I understand that I am solely responsible for managing and updating the notification settings on my PowerUp account(s). Failure to receive alerts does not invalidate any of the terms and conditions in the PowerUp Service Agreement. I understand that I will not receive a paper bill or be mailed late notifications.

Signature: _____ Date: _____

Member Name (print): _____ Email Address: _____

Cell Phone Number: _____ Cell Phone Provider: _____

Member Account Number: _____

Effective 10/15/2018
Revised 6/4/19