



# PowerUP

Your prepay energy solution.

## SERVICE AGREEMENT

DREMC offers a PowerUP Prepay metering option to any residential member, with the exception of accounts that 1) are on budget or leveled billing, 2) accounts with a loan 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 make an **initial payment of \$135, which includes the \$10 membership fee, \$50 deposit, \$25 meter set fee, and a minimum prepayment of \$50 towards electricity.**

### EXISTING MEMBERS

For existing member, 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 towards 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 the unpaid balance and 70% toward future energy purchases.**

### 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 statement 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 your local office and using the automated phone system 24/7 (debit and credit cards only), or via [www.dremc.com](http://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.

Returned checks and electronic chargebacks are subject to a \$30 fee to be charged to the member's account immediately. Should the Prepay balance be depleted due to the addition of this fee, service may be disconnected on the same business day.

### LATE NOTICES/SERVICE DISCONNECTIONS

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 notifications 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.

Should service be disconnected due to insufficient funds on the Prepay account, the member must contact their local DREMC office within 10 days to avoid the account being considered "inactive" and closed. If an account is closed due to inactivity, the member will need to sign a new Prepay service agreement and pay the required fees to reinstate the account.

### 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 the PowerUP account(s). Failure to receive alerts does not invalidate any of the terms and conditions in the PowerUP Prepay Service Agreement. I understand that I will not receive a paper bill or be mailed late notifications.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Member Name (Print): \_\_\_\_\_ Member Account Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_ Cell Phone Provider: \_\_\_\_\_ Email Address: \_\_\_\_\_