




Citizens Electric Corporation

A Touchstone Energy® Cooperative 

SERVICE AGREEMENT FOR PREPAID METERING

Member Name _____
 Service Location _____
 Mailing Address (if different) _____
 Home Phone _____ Cell Phone _____
 Email _____
 Preferred method(s) of notification: ___ Text ___ Email ___ Voice Alert
 Cell Phone Provider _____

| Office Use Only | |
|--------------------|-------|
| Acct. Number | _____ |
| Deposit Amount | _____ |
| Debt Mgmt. Balance | _____ |
| IHD Deposit Paid | _____ |
| IHD Serial Number | _____ |
| SO Number | _____ |
| CSR Initials | _____ |

Please indicate below which notifications you wish to receive:

Account Profile Change _____ Returned Check Alert _____
 Payment Confirmation _____ Service Connected _____
 Service Disconnected _____ Service Reconnected _____
 Low Balance Threshold Balance & Usage Alert _____
 High Usage Alert _____ Pending Auto Disconnect _____

I hereby voluntarily apply to participate in Prepaid Metering offered to members of Citizens Electric Corporation (hereinafter called the "Corporation"), and unequivocally agree to the following terms and conditions:

- I agree to purchase electric service from the Corporation under its Optional Prepaid Metering Service rate classification and agree to be bound by its Conditions of Use and by the Corporation's General Terms and Conditions as they are now in effect and as may hereafter be amended.
- I agree to make an initial minimum prepayment of \$50.00 to my Prepaid Metering account for future electricity use.
- Any deposit I have previously paid to the Corporation will be applied to my outstanding balance (if any) at the commencement of participation in Prepaid Metering, and any credit remaining after application of the deposit shall be applied to my Prepaid Metering account balance.
- I authorize the Corporation to transfer any outstanding balance to my Prepaid Metering account and agree that fifty percent (50%) of any payments made on my Prepaid Metering account in the future shall be applied to the outstanding balance until said balance is paid in full. Any fees/penalties (such as a returned check or meter tampering) shall be paid before any payments are applied to my Prepaid Metering account.
- I understand that I will not receive paper billing statements or disconnect notices. Information regarding my account is available via the Corporation's website at www.cecmo.com. Any notice from the Corporation required hereunder shall be pursuant to the preferred method(s) of notification I indicated above. As such, I understand that it is my sole responsibility to notify the Corporation immediately of any changes to my contact information. **Member Initial:** _____
- I understand that should my balance reach zero (\$0.00) or less, my service will be automatically disconnected during normal business hours in accordance with the Missouri Public Service Commission's cold and hot weather rules. Upon disconnection I understand that if I, or a member of my household, rely upon medical equipment powered by electric energy, I am completely responsible for procuring alternate electric power or timely re-establishing service from the Corporation by adhering to the requirements for same set forth herein and in all applicable policies of the Corporation. **Member Initial:** _____

7. It is my responsibility to regularly monitor the balance on my account.
8. I understand that if I wish to use an in-home display for the purpose of monitoring my usage, I am required to post a \$125 deposit which will be refunded when the unit is returned to the Corporation in like new, working condition. The refund will be sent by check to my address on record or applied to any unpaid balance on my account.
9. I understand that I will receive periodic alerts via my preferred method(s) of notification when my Prepaid Metering account reaches \$20.00 or less.
10. I understand the Corporation will immediately debit returned checks and denied credit card payments, along with any associated charges, to my account. Should this cause my balance to be zero (\$0.00) or less, my service will disconnect on the next business day. I understand I will be required to replace the check or credit card payment with cash, a cashier's check or money order.
11. I understand that if I apply for energy assistance, my account will be credited when the Corporation receives verification of a pledge from the agency or charitable organization. If the pledge is cancelled for any reason, the amount of the pledge will be charged back to my account. If this causes my account balance to be zero (\$0.00) or less, CEC will send me an alert and my service will be disconnected.
12. Failure to receive notice by email, phone or text message or to be aware of impending disconnection by means of the Internet or in-home display unit will not exempt my service from disconnection.
13. Before my service will be reconnected, I will have to make a minimum payment of \$25 to be used for future purchases of electricity. In addition, I must pay for any outstanding balance due, except for amounts included in a debt management plan. I understand that I can make real-time payments during normal business hours at the Corporation's office, via the Internet, via phone, or at an authorized remote payment site. I understand that no reconnect fee will apply if reconnection is made within 30 days of disconnection.
14. To reconnect my service, I will need to push the activation button on my meter or disconnect collar. If I am unable to access my meter, I must give the Corporation express permission and authorization to reactivate my meter remotely.
15. I understand the Corporation reserves the right to remove my account from Prepaid Metering at any time, without consent or notification. The Corporation reserves the right to modify or end this program at any time.
16. I understand that any tampering with the Corporation's equipment will result in one or more of the following: immediate removal from Prepaid Metering, disconnection of service, payment of additional fees, and possible legal action.
17. I understand that if my Prepaid Metering account is discontinued or terminated, the Corporation may transfer any unpaid balance to any other like-account I may have with the Corporation or refer any unpaid balance to the Corporation's third-party collection agency.
18. I, the undersigned, HEREBY RELEASES, DISCHARGES, COVENANTS NOT TO SUE, AND HOLDS HARMLESS, the Corporation, their respective agents, employees, assigns or representatives FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in Prepaid Metering.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, AND UNDERSTAND THAT I HAVE SURRENDERED SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Member Signature: _____ Date: _____