

PRE-PAY PROGRAM AGREEMENT

Member: _____
Account # _____ Location # _____

Meter # _____ Email _____ Phone # _____
Preferred communication method: Email Text Message Mobile Service Provider _____

The undersigned (hereinafter called the Member) hereby applies for participation in the Pre-Pay Program offered to members of Tri-County Electric Cooperative (hereinafter called the Cooperative), and agrees with the Cooperative to follow the following terms and conditions:

The member shall:

1. Purchase electric energy from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a Pre-Pay basis for the above referenced account.
2. Review the terms and conditions set forth in the member's Application for Membership knowing they continue to apply in addition to the terms and conditions of this Agreement and Pre-Pay Program, subject, however, to any changes set forth in this agreement and/or TCEC Service Rules & Regulations.
3. Pay any membership, transfer, connect and/or applicable fees as set forth by the Cooperative as may be required for the member to participate in the Pre-Pay Program.
4. Pay the Basic Facility Charge for electric service which is charged daily and calculated in addition to the amount of kWh consumed.
5. Be responsible for regular monitoring of the balance on the Pre-Pay account via the TCEC website, mobile app or Member Service Representative assistance. The member understands that electric service will be subject to disconnection without any written notification from the Cooperative to the member once the balance of the account reaches zero (\$0.00). \$20.00 plus the amount owed is required to reconnect.
6. Any deposit fee previously paid by the member to the Cooperative will be applied to the member's outstanding balance at the commencement of participation in the Pre-Pay Program and any credit remaining after application of the deposit fee shall be applied to the member's Pre-Pay account balance.
7. Pay any return payment fees and service fees and, further agrees that all such applicable fees are required to be paid in full before any member payments are applied to the balance of the Pre-Pay account.
8. Pay a minimum of \$5.00 when assisted by TCEC Member Service Representative at a TCEC office or via phone. Payment made at www.tcec.com, TCEC FL mobile app or via automated phone system can be any dollar amount, 24 hours a day.

In addition, the member understands:

- As a result of participation in the Pre-Pay Program, the member will not be mailed a monthly statement of electric usage or other applicable fees or charges. The member understands that communication from the cooperative will be via e-mail, phone call, or text message as a courtesy to assist with account monitoring.
- The medical and health conditions of any person located at the address where service is furnished by the Cooperative and/or inclement weather conditions or temperatures will not postpone disconnection of electric service. Furthermore, member understands this agreement supersedes any requirement of the MES policy.
- Pre-Pay accounts shall not be eligible for payment arrangements with the Cooperative and energy assistance shall not be applied until documentation is received from the agent and is noted on the member's Pre-Pay account.
- The member authorizes the Cooperative to transfer any outstanding balance from the members account with the Cooperative to the Pre-Pay account and, further, agrees that twenty-five percent (25%) of all payments made to this account in the future shall be applied to the balance until outstanding balance is paid in full.

I have read the Pre-Pay Participation agreement and accept the terms and conditions of the agreement.

Signature: _____ Date: _____

Frequently Asked Questions

How Do I Know If Pre-pay Is the Right Choice for Me?

Would it be easier for you to make weekly or biweekly payments each month? If so, pre-pay may be right for you. Statistics indicate pre-pay electricity programs help lower electric consumption by 10–15 percent by increasing a member's awareness of their usage patterns. Thus, any member interested in monitoring and lowering their electricity consumption could benefit from the pre-pay program.

Who Benefits? What Are the Benefits?

Like many utility providers in America, Tri-County Electric may run a credit check on persons applying for new service. Under the traditional monthly billing system, applicants with a history of non-payment or other credit challenges are required to pay a larger security deposit to open their account. Many people find it difficult to come up with the money required for those deposits in the middle of moving, which is an expensive project in itself. The pre-pay program solves that problem by eliminating the need for a deposit. The money a member puts on their account can be used for electricity consumption immediately.

Similarly, members who have had their electricity disconnected will be able to reestablish service without having to pay a collection fee or additional deposits.

Through the online member services portal, Tri-County Electric members who choose this program can get notifications and pay their bills when and where they want. Members can be notified of low daily balance, disconnection, and reconnection via e-mail or text.

How Do I Sign Up for Pre-pay?

To sign up or switch your account to the pre-pay program, members can call Tri-County Electric at 1-800-999-2285.

I Already Have a Traditional Electric Account. Can I Switch to Pre-pay?

Yes; you can switch to a pre-pay account even if you already have a traditional monthly billing account with Tri-County Electric. Any existing deposit will be applied to your outstanding balance and new pre-pay account.

In most cases, an outstanding balance or old debt can be spread over a period of time through a payment agreement. If a payment agreement is made, all money applied to the account will be split between the outstanding balance and future energy use. Seventy-five percent will be applied to new energy use, with the remaining 25 percent being applied to the past due balance.

How Much Is My Initial Payment or Activation Fee if I Am New to the Program?

The initial payment is \$80.00. This includes a \$25.00 service fee, \$5.00 membership fee and a credit balance of \$50.00.

There must be a credit balance at all times to maintain electric service.

Does the Pre-Pay program include a basic facility charge for service?

Yes, a daily basic facility charge is calculated in addition to the kWh hours consumed. This daily charge is designed to recover a portion of TCEC's fixed cost such as poles, wires, substations, etc. that are needed to provide power to your home, whether you consume that power or not. **Effective 6/1, the basic facility charge will increase from .92 cents a day to \$1.06 a day.**

Will I Receive a Bill?

No; pre-pay members will not receive a monthly bill. Members can access their account information via this website, in person, by telephone, or at any office location.

How Can I Check My Balance?

Pre-pay members can log into their account through the member service portal found here: coupn.tcec.com/oscp/. You can also sign up for text or e-mail alerts for balance notifications.

How Do I Make Payments?

Payments can be made at the member's convenience by either visiting the online member service portal found here: coupn.tcec.com/oscp/—or any Tri-County Electric office location, or via telephone with e-check or credit card.

Payments can be made 24 hours a day, 7 days a week via telephone or on this website.

Members participating in the pre-pay program are not eligible for payment arrangements.

How Much Money Should I Keep in My Pre-Pay Account?

That is the beauty of this program: It is entirely up to you. Members can add any dollar amount they need or that fits into their budget. The only requirement is that you maintain a credit balance.

What if My Pre-Pay Account Runs Low?

Payment is at the member's discretion. Once your account reaches a zero balance, it is subject to immediate disconnection. If you do not purchase more power, the meter will be turned off. The minimum amount accepted to refill your pre-pay account is \$20 plus any amount owed on the account at the time of reconnection. Once a payment is made and processed, power will be reconnected.

Is there a Minimum Payment Required?

Payments made on our website, mobile app, or via the automated phone system at 1.800.999.2285 can be any dollar amount, 24 hours a day. However, payments made with a Member Service Representative either at a TCEC office or over the phone must be a minimum of \$5, no matter the payment method.