



RESIDENTIAL PREPAID METERING TERMS OF SERVICE AGREEMENT

- ❖ **Security Deposits, Late Fees and Collection Fees:** As a prepaid member, the normal security deposit for a residential account is not required and you are not subject to normal residential account late fees.
- ❖ **New Members:** electing prepaid metering will need to complete a membership application if an application is not currently on file for the prepaid service location. A membership fee of \$5.00 plus a connection fee of \$30.00 plus a minimum of \$50.00 for daily usage and monthly fees (\$85.00 minimum total) are required for initial service.
- ❖ **Existing Members:** When your account is converted to prepaid, your existing deposit (if applicable) is applied toward any outstanding balances with the remaining credit (if applicable) applied to your prepaid service. Normally all fees and unbilled energy must be paid before an account can be converted from post paid to prepaid. Account status may be reviewed for debt recovery through prepaid service only if a variance of \$500.00 or less remains after all deposits and credits are applied. If this option is utilized, no less than 40% of payments will be applied to the debt until the balance is eliminated.
- ❖ **Bill Viewing, Notifications and Bill Calculation:** Covington (CEC) is providing a service that you can call for or view your daily usage, receive notifications, make smaller payments as often as you would like or as your budget allows and does not require a security deposit. It is your responsibility to ensure that you update your phone number and/or contact information to ensure you are able to receive the necessary system alerts to avoid interruption in service. The prepaid account will be calculated daily with daily adjustments of all charges and fees to the prepaid credit balance and reconciled once per month using the applicable rate and adjustments for the month.
- ❖ **Disconnection and Minimum Payments for Reconnection:** A prepaid account will be subject to disconnection any time your account does not have a credit balance, including weekends, holidays or during severe weather conditions. Any returned checks or charge back fees received on the account will be charged to the member’s account immediately. If this causes the credit balance on the account to be exhausted, service will be disconnected within 24 hours. Any tampering-related fees will subject the account to immediate disconnection and must be paid before service is reconnected. You will be required to pay any unpaid balance and all applicable fees that was due at the time of disconnection before service is reconnected.
- ❖ **Payments:** Can be made in any amount at a CEC office during business hours or 24 hours a day for debit or credit card through CEC’s IVR system at 800-239-4121 or by logging on to www.covington.coop. Payments (\$5.00 minimum) with cash, credit/debit card at one of the 24-hour kiosks located in the foyers of the Sanford, Enterprise and Samson offices. Payments (\$5.00 minimum) cash available during business hours using Paygo at Dollar General, Family Dollar and CVS Pharmacy. To use the Paygo option a barcode is required by going to www.covington.coop and clicking and following the online instructions under Pay Where You Shop.
- ❖ **Billing:** Prepaid accounts do not receive paper statements (bills). If you are registered for CEC’s e-bill notification service, disregard any e-mails stating your bill is viewable online, because this information will not be relevant to your prepaid account. Daily prepaid account history (usage, charges and payments) will be available via the internet at www.covington.coop or by telephone by calling 800-239-4121. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your prepaid account(s). If your contact numbers are not current in the system, you will not receive notifications, and the service may be disconnected without further notice.
- ❖ **If an account is disconnected and does not become active for ten (10) consecutive days,** the account may be considered inactive, and CEC will mail a final bill to the last known address on file.
- ❖ **Termination of Service and Final Billing:** A full settlement of the account shall be made when participation in the service ends and the account is final billed. Service terminated at the request of the Member will receive a refund of any remaining credit on the account.
- ❖ **Conversion to Post-paid service:** You may choose to convert your account to post-paid service, at which time the Cooperative will require full payment of the deposit as a condition of continued service.

I UNDERSTAND THE RESIDENTIAL PREPAID METERING TERMS OF SERVICE AGREEMENT ABOVE AND THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A CREDIT BALANCE TO CONTINUE SERVICE.

(SIGNATURE)

(PRINTED NAME)

(DATE)

(MEMBER NUMBER)