



Supplemental Prepaid Service Agreement

Customer Name _____

Account No. _____

Service Address _____

DSI _____

City, State, Zip _____

IHD _____

Map # _____

As a prepaid customer, the normal setup fees apply as well as a one-time, prepaid deposit. If I am an existing customer, I understand that when my account is converted to prepay, my existing deposit is applied toward any outstanding balance with the remaining credit applied to my prepaid service. All balances, fees and unbilled energy must be paid before an account can be converted from post paid to prepaid.

I understand that my electric service will be subject to immediate disconnection any time my account balance is zero or below. **I understand that medical conditions and/or inclement weather will not postpone disconnection. Failure of the In-Home Device (IHD) to update will not postpone disconnection. Prepaid accounts are not eligible for payment arrangements.**

Payments can be made in any amount; however, service turned off due to a negative balance will be required to pay any outstanding balance plus at least \$30 for service to be restored. This \$30 will be credited toward future energy use. The Cooperative shall make a reasonable effort to restore service on the restoration day requested, and in any event, restoration shall be made no later than the next business day following the day requested by customer.

I understand that I will not receive a paper statement unless requested in writing. Additional fees may apply for receiving paper statements. My account history – usage, charges and payments will be available via the Internet or by calling the office.

I understand that at any time, I may elect to convert my account to post paid service at which time the Cooperative will require full payment of the account balance. Full payment of a post paid service deposit may also be required. Any paid balance on the prepaid account may be used toward the post paid service deposit.

Service terminated at the request of the consumer will receive a refund of any remaining credit on the account. At the time of disconnect, a balance may remain owing if the consumer's account has become negative but the Cooperative has elected to withhold disconnects in the day(s) prior to the request. This in no way releases the consumer's responsibility for the balance owing.

If the IHD is damaged at any time, a replacement fee will be required. When service is terminated the IHD must be returned in good condition before the prepaid deposit and/or any credits are refunded. Failure to return the IHD will result in a replacement fee being charged.

I understand the difference between prepaid and post paid service and am requesting to establish prepaid electric service from Butler REC.

Signature: _____

Date: _____