



Prepayment Service Agreement

Glacier Electric Cooperative, Inc. offers the TWACS prepayment service to provide an additional option for our members to make payments for electric service. Prepayment service is available to our members on a volunteer basis.

As a prepay member, I am not required to pay the normal security deposit associated with a traditional account. I understand that normal membership fees and a monthly base charge will apply. My prepay account is subject to all other applicable service fees.

As a prepay member, I will be required to have an In-Home Display Unit (IHD). I understand that I can chose to either rent the IHD or purchase the IHD. If renting the IHD, I must sign the IHD rental agreement, pay a \$50 equipment deposit, and subsequent \$5 monthly IHD rental fee. If I chose to rent the IHD, it remains the property of Glacier Electric Cooperative. I must return the IHD to a GEC office in good working condition in order to receive my \$50 equipment deposit refund. I understand that rather than renting, I can chose to purchase the unit for \$100 with no monthly rental fees.

If I am an existing member, when I convert from my traditional account to prepay, my existing security deposit, if any, will be applied toward any outstanding balance on my account. The remainder of the security deposit, if any, will be applied to my new prepay service.

If I am an existing member, I understand that my traditional account must be currently paid in full before prepay participation commences.

I understand that my electric service will be subject to immediate disconnection any time my prepay account has a negative credit balance. I further understand that medical conditions and or inclement weather will not postpone disconnection. Prepay accounts are not eligible for payment arrangements. Energy assistance is not applied until received as payment on account.

I understand that as a prepay member I am responsible for making prepayments, minimum of \$20 and maximum of \$500 at a time, toward my account to keep the balance positive. I understand that if my service is disconnected for a negative balance, it will be reconnected, after payment, during normal business hours only (Monday-Friday, 9 a.m. – 5 p.m.) excluding holidays and other office closures. Prepay members are not subject to normal connect and disconnect fees. I understand that if I require an after-hours reconnect I will have to pay a \$100 after-hour reconnect fee.

I will continue to receive a paper statement to document usage and payments.

I understand that I may, at any time, elect to convert my prepay account to a traditional account. When converting to a traditional account, I understand that the Cooperative will require full payment of the security deposit to continue service.

Service terminated, at my request, will receive a refund of any remaining credit on the account. At the time of disconnect, a balance may remain owing if my account has become negative. This does not release my responsibility for the balance owed.

I understand that if my prepay account balance becomes negative, my electrical service will be disconnected at 11:00 a.m. Monday - Thursday. To avoid disconnection, I must make a payment on my account by 10:00 a.m. that day.

I understand the difference between prepay and traditional post paid service and am voluntarily requesting to establish prepay electric service from Glacier Electric Cooperative, Inc.

Member Name _____ Account Number _____
Service Address _____ City, State Zip _____
Phone Number _____ Cell Phone _____
Meter Number _____ IHD Number _____

Signature: _____ Date: _____