

# **Prepay Service Agreement**

As an existing member, I understand that when my account is converted to prepay, my existing deposit, if any, is applied toward any outstanding balance with the remaining credit applied to my prepay service. All fees and unbilled energy must be paid before an account can be converted from standard billing to prepay.

As a new prepay member, a security deposit is not required and I am not subject to reconnection fees, unless required by the Disconnection Policy. I understand that I am required to pay a connection charge and membership fee.

## **I UNDERSTAND THAT AS A PREPAY MEMBER, I WILL NOT RECEIVE A MONTHLY BILL OR STATEMENT.**

Prepay electric service requires the member's account to have sufficient funds at all times. Electrical service will be subject to immediate disconnection without further notice at any time the account does not have sufficient funds. If a return payment is received, the amount of the return item and any return item fee will be charged to the consumer's account immediately. If this causes the credit on the account to be exhausted, service will be subject for immediate disconnect without any notifications. The cooperative has the right to refuse payment by check if the account has had two (2) returned items within the past twelve (12) months.

I understand that prepay accounts are not eligible for standard payment arrangements or budget billing. Energy Assistance payments will be applied when the payment has been received by SEC. As a prepay member, I understand that the existence of medical and health conditions of any person located at the address where the electric service is furnished may not postpone disconnection of service.

Payments can be made in the office, by mail, by phone, and by web at [www.SE-Coop.com](http://www.SE-Coop.com), and at any US Pay Station. If service is terminated due to insufficient funds in your prepay account, the service will be reconnected as soon as any outstanding balance is paid and an additional \$100.00 minimum credit payment is made. I understand that the minimum payment that can be made on prepay is \$25.00. Initial here \_\_\_\_\_.

If service is terminated at the request of the member or the account was disconnected for nonpayment and remained disconnected for 20 days or more, the account will be settled and final billed. Accounts will receive a refund on any remaining credit on the account. If a balance is still owed at this time, a final bill will be mailed to the last known address and payment is expected immediately to prevent the account from being reported to a credit bureau. Prepay in no way releases the member's responsibility for the final balance.

I understand that after the 1 year agreement has been fulfilled, I may elect to convert my account to standard billing, but upon doing so I will be required to pay any fees that may be required. SEC may also require full payment of electric usage and a deposit as a condition of continued service.

**I understand this Agreement will remain in effect for 1 year. I hereby request to establish a prepay account with Southeastern Electric Cooperative, Inc. I also understand that it is my responsibility to maintain a sufficient prepay balance to continue service. I also understand that failure to abide by this agreement could result in the member's removal from prepay service.**

Account No. \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Cell Phone Provider \_\_\_\_\_

I would like to be notified by: E-Mail \_\_\_\_\_ Text Message \_\_\_\_\_ Phone \_\_\_\_\_

Please begin sending notifications when my account balance is: \$\_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_