



Pemiscot-Dunklin Electric Cooperative

Hwy. 84 West • Hayti, MO 63857 • (573) 757-6641 • pemdunk.com

PREPAID SERVICE TERMS AND CONDITIONS RESIDENTIAL MEMBERS ONLY

I hereby voluntarily apply to participate in Prepaid Metering offered to members of PEMISCOT-DUNKLIN ELECTRIC COOPERATIVE (hereinafter called the "Cooperative"), and unequivocally agree to the following terms and conditions:

1. I agree to purchase electric service from the Cooperative under its optional Prepaid Metering Service rate classification and agree to be bound by its Conditions of Use and by the Cooperative's General Terms and Conditions as published on the Cooperative website at www.pdec.coop which are now in effect and as may hereafter be amended.
2. I agree to make an initial minimum prepayment of \$50.00 to my Prepaid Metering account for future electricity use plus a one-time \$40 connect fee.
3. Any deposit I have previously paid to the Cooperative will be applied to my outstanding balance (if any) at the commencement of participation in Prepaid Metering, and any credit remaining after application of the deposit shall be applied to my Prepaid Metering account balance.
4. If I have an outstanding balance with the Cooperative, I authorize the Cooperative to transfer any outstanding balance to my Debt Management account and agree that fifty percent (50%) of any payments made on my Prepaid Metering account in the future shall be applied to the outstanding balance until said balance is paid in full. Any fees/penalties (such as a returned check or meter tampering) shall be paid before any payments are applied to my Prepaid Metering account.
5. I understand that I will not receive paper billing statements or disconnect notices. Information regarding my account is available via the PDEC Mobile App or the Customer Portal. Any notice from the Cooperative required hereunder shall be pursuant to the preferred method(s) of notification I indicated above. As such, I understand that it is my sole responsibility to notify the Cooperative immediately of any changes to my contact information.
6. It is my responsibility to regularly monitor the balance on my account.
7. I understand that I may manage alerts of balances, usage, and payment notifications through the Mobile App or Customer Portal. If the Cooperative receives a failure of delivery for any notifications, the Cooperative may remove, without my notification or permission, that alert method.
8. I understand the Cooperative will immediately debit returned checks and deny credit card payments, along with any associated charges, to my account. Should this cause my balance to be zero (\$0.00) or less, my service will be disconnected. I understand I will be required to replace the check or credit card payment with cash, a cashier's check, or money order.
9. I understand that if I apply for energy assistance, my account will be credited when the Cooperative receives verification of a pledge from the agency or charitable organization. If the pledge is cancelled for any reason, the amount of the pledge will be charged back to my account. If this causes my account balance to be zero (\$0.00) or less, my service will be disconnected.
10. I understand that should my balance reach zero (\$0.00) or less, my service will be automatically disconnected.
11. Failure to receive notice by email, phone, or text message or to be aware of impending disconnection by means of the Internet will not exempt my service from disconnection.
12. If my account reaches a zero balance or less and is disconnected, I will have to pay any overage and a minimum of \$10.01 to be used toward future purchases of electricity, plus a \$10 reconnect fee before my service will be restored. In addition, if there is an outstanding debt management balance, I must pay twice the amount the overage and minimum of \$10.01 plus a \$10 reconnect fee.
13. I understand that I can make real-time payments during normal business hours at the Cooperative's office, via the Internet, via phone, or at an authorized location.

14. To reconnect my service, I must give the Cooperative express permission and authorization to reactivate my meter remotely.
15. I understand the Cooperative reserves the right to remove my account from Prepaid Metering at any time, without consent or notification. The Cooperative reserves the right to modify or end this program at any time.
16. I understand that any tampering with the Cooperative's equipment will result in one or more of the following: immediate removal from Prepaid Metering, disconnection of service, payment of additional fees, and possible legal action.
17. I understand that if my Prepaid Metering account is discontinued or terminated, the Cooperative may transfer any unpaid balance to any other like-account I may have with the Cooperative or refer any unpaid balance to the Cooperative's third-party collection agency.
18. I, the undersigned, HEREBY RELEASES, DISCHARGES, COVENANTS NOT TO SUE, AND HOLDS HARMLESS, the Cooperative, their respective agents, employees, assigns or representatives FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in Prepaid Metering.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, AND UNDERSTAND THAT I HAVE SURRENDERED SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

This Agreement may be executed by facsimile or other means of electronic communication, and such shall be fully binding and effective for all purposes. Facsimile and electronically communicated signatures shall be treated the same as original signatures.