

San Isabel Electric Association, Inc. is an equal opportunity provider and employer.



**PREPAID METERING AGREEMENT TERMS AND CONDITIONS**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

*Low balance alerts to (Please complete one or both):*

Mobile (Text Message) Phone Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

**1. Eligibility**

- a. Only single phase 200 amp services (Rate Schedule R) are currently eligible for Prepaid Metering.
- b. Prepaid Metering accounts are not eligible for payment arrangements, installments or bank drafts.
- c. If a Member applies for LEAP, they will no longer be eligible for Prepaid Metering and will be moved to the appropriate account at the discretion of the Association. Appropriate deposit will apply.
- d. Accounts with Line Extension Contract minimums are not currently eligible for Prepaid Metering service.
- e. If the meter at the location requesting Prepaid Metering does not communicate with the Association software, the location is not eligible for Prepaid Metering service.

**2. Members electing to participate in Prepaid Metering understand and agree to the following:**

- a. Prepaid Metering is an optional service. If a Member elects to be removed from Prepaid Metering, they will not be eligible to reinstate Prepaid Metering for twelve (12) months and will be subject to any associated fees, unpaid balances, and security deposits.
- b. Landlords with accounts in their name agree to allow the Association to release information to tenants. Tenants with accounts in their name agree to allow the Association to release information to landlords.
- c. Accepted forms of payment include cash, credit card, debit card, money order, MoneyGram, cashier's check, and personal check. Online electronic payments are encouraged, with a minimum of \$35 per transaction.
- d. Payments can be made through the Association's website, through SmartHub, the automated phone system, during regular business hours in person at any Association office and at authorized payment locations.
- e. It is the sole responsibility of the Member to monitor their account balance. No monthly paper bills will be mailed. The account balance may be checked online, by using the SmartHub app on a smart device, or by calling an Association office.
- f. The Member agrees to receive email and/or mobile phone text messages regarding their account.
- g. Monthly access charges and security lights are included in the daily bill calculation on a prorated basis.
- h. Members may be removed from Prepaid Metering at the discretion of the Association without prior notice to the Member.
- i. Disconnection of service will occur any time the account does not have a credit balance including weekends, holidays, or during severe weather conditions regardless of the medical and health conditions of the person located at the service address. The minimum credit balance needed to restore service is \$35.00. If service does not restore within 30 minutes, call the Association office.

**3. Set-up**

- a. Start of Prepaid Metering service will begin within three (3) working days of the request in accordance with the Tariffs.

- b. New Members
  - i. Must complete an Application for Residential Electric Service.
  - ii. Must establish a minimum \$100.00 prepaid balance plus any related fees, as required to begin Prepaid Metering service.
- c. Existing Members
  - i. Must have an Application for Residential Electric Service on file.
  - ii. Must establish a minimum \$100.00 Prepaid balance plus any related fees, as required to begin Prepaid Metering service.
  - iii. Existing deposits will be applied first to unbilled or previous unpaid balances due. Any resulting credit amount will be applied as a Prepaid Metering credit balance.
  - iv. Start-up charges will be calculated as follows:

<b>Account Initiation</b>	<b>Account Balance Due</b>	<b>Prepaid Credit Balance</b>
Minimum Payment for Activation		\$ 100.00
Unpaid Balance Owed that has been billed	\$ _____	
Unbilled electric usage	\$ _____	
Less Current Deposit	\$ _____	
Payment arrangement amount (\$500 max.)	\$ _____	(if credit) \$ _____
<b>Total Payment required for Prepaid Metering</b>		<b>\$ _____</b>

- v. At the sole discretion of the Association, a Member with an account balance may be granted a payment arrangement for a maximum of \$500.00 and any subsequent payments made will be applied 60% to the Prepaid Metering balance and 40% to the account balance. Members may not receive Prepaid Metering service until such account balance is reduced to \$500.00 or less.

**4. Change in service**

- a. Members that request to leave Prepaid Metering and accounts removed from Prepaid Metering by the Association will require a credit check to determine the security deposit needed.
- b. Accounts that are disconnected for ten (10) days will be considered inactive.

San Isabel Electric Association reserves the right to modify the service Rules and Regulations at any time without prior notification. Current service Rules and Regulations governing Prepaid Metering billing may be found on the Association's website at [www.siea.com](http://www.siea.com) under Prepaid Metering in the Tariffs.

I have read and understand the terms and conditions of Prepaid Metering service above, and will abide by the Association's Tariffs, Rules and Regulations. I also waive all claims or action against San Isabel Electric Association and agree that San Isabel Electric Association will not be held responsible for any direct or indirect damage to property, injury to persons (including death) for any failure to make timely purchases of electricity to maintain a credit balance in order to maintain uninterrupted electric service. This agreement completely releases San Isabel Electric Association from any damages related to service interruptions.

I understand and agree that it is my responsibility to maintain a credit balance for uninterrupted service. In order for me to receive the necessary system alerts to avoid disconnection of service, I must provide San Isabel Electric Association with current mobile phone numbers and/or email addresses.

_____	_____	_____
Member Signature	San Isabel Electric Association Representative	Date
_____		
Member Signature		