



Prepay service is available to all residential members as an option subject to the following provisions:

Eligibility

New and existing residential members qualify for participation. The member must pay all applicable fees prior to commencement of the service. Existing members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism.

Fees and Charges

Any and all existing fees, rates, and charges, excluding security deposits continue to apply, including existing applicable energy charges and customer charges. In addition, a monthly prepay fee of \$8.00 will apply to all participating accounts.

How the Plan Works

A member wishing to enroll in prepay service shall make a request to the Cooperative. The Cooperative will allow enrollment into prepay service if the member meets the eligibility requirements. Once a credit balance has been established the account will be activated. As energy is consumed, the credit balance is reduced until either the balance is exhausted or additional payments are added to the balance. Any account with a current debit balance is subject to immediate disconnection. Participants may elect to receive daily notification of account balance information.

Payment

Once an initial credit balance has been established, participants are free to pay as much or as often as they wish, provided the account maintains a credit balance. Prepaid accounts are not eligible for credit extensions or payment arrangements.

Debt Recovery

A debt recovery mechanism will be utilized to collect any prior balance that may exist when the member applies for FLEXPAY. A percentage (DR RATE below) will be taken out of each payment and applied to existing debt.

Notification

Members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email and/or text message. Disconnection of an account will occur when a credit balance is not present regardless of notification. Participants may check daily account balances by visiting a STEMC office, www.stemc.com, or by calling 1-866-681-9447. Prepay participants will not receive monthly statements.

Disconnection

An account will be subject to immediate disconnection at any time the account does not have a credit balance including weekends, holidays or during severe weather conditions. A minimum of \$100 will be required before service is reconnected, and a \$25 reconnection fee will be deducted from the balance. If an account is disconnected and does not become active after fourteen (14) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Cancellation

Participants may convert an account to postpaid electric service at any time provided the member's account is current and an adequate security deposit is provided. Service terminated at the request of the member will receive a refund of any remaining credit on the account.

APPLICANT NAME ACCOUNT NUMBER METER NUMBER
SERVICE ADDRESS CITY STATE ZIP

LAST BILLED DATE LAST BILLED READING LAST READ DATE LAST READ READING BALANCE TO DEBT RECOVERY DR RATE

ADDITIONAL ITEMS (IE: SECURITY LIGHTS, GREEN POWER)

ALERTS

LOW BALANCE THRESHOLD

Table with columns: PHONE 1, PHONE 2, SMS TEXT PHONE, EMAIL. Rows include LOW BALANCE, RECHARGE, PENDING DISCONNECT, DAILY BALANCE with FROM/TO fields.

DATE ENTERED
MSR INITIALS

APPLICANT SIGNATURE DATE
STEMC REPRESENTATIVE DATE