

## Prepay Service Agreement

Thank you for signing up for the Consumers Power Prepay electric service program. As one of our Prepay service members, a security deposit is not required; however, customary membership and service fees apply. Following are a series of items to consider:

*As a CPI member, I understand and agree that:*

- Existing security/meter deposits will be 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 to Prepay service.
- My electric service will be subject to immediate disconnection any time my account does not have a credit balance. Accounts will not be disconnected on a Thursday, Friday, weekend, or holiday.
- Prepay accounts are not eligible for special payment arrangements.
- Energy assistance payments will be posted to my account after CPI receives payment from the energy assistance agency.
- Payments can be made in any amount; however, if any service is disconnected due to insufficient funds I will be required to bring my account balance to a minimum credit of \$25.
- My account history -- usage, charges and payment record -- will be available to me via the secure SmartHub login at [www.cpi.coop](http://www.cpi.coop), or the SmartHub mobile app.
- The web site will also allow me to modify my notification settings.
- I am responsible for managing and updating the notification settings on my Prepay account.
- After a twelve month period I may elect to convert my account to conventional electric service; at which time the Cooperative may require full payment of a calculated deposit as a condition of continued service. I will receive a refund of any remaining credit on my account.
- CPI reserves the right to change the Prepay electric service terms at any time and will provide me with notice of such changes.

*I agree to CPI's Prepay electric service terms and request CPI to switch my account to Prepay electric service.*

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

Account Number: \_\_\_\_\_

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

Meter Number: \_\_\_\_\_

Signature: \_\_\_\_\_

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

**Please see reverse side for important information**

**Payment Options:** You may make payment on your Prepay account in a number of ways. Below are the different options available:

- **Via our automated phone system: 24 hours a day, 7 days a week**

Toll-free: 800-872-9036      Local: 541-929-3124

- **Via the mobile SmartHub app: 24 hours a day, 7 days a week**

- **Online via the Internet: 24 hours a day, 7 days a week**

Sign up for e-bill at [www.cpi.coop](http://www.cpi.coop)  
(you will need your account number)

- **In person or by phone through Consumers Power Inc. (Mon-Thu, 7am to 5:30pm)**

Consumers Power Inc.  
6990 West Hills Road  
Philomath, OR 97370

1900 Oak Street  
Lebanon OR 97355

Toll-free: 800-872-9036      Local: 541-929-3124

### **To Obtain Current Account Information or Change Notification Options**

Online:            [www.cpi.coop](http://www.cpi.coop) (log-in and password required)

By Phone:        1-800-872-9036 (account number or phone number required)

### **What should I do if my power is disconnected?**

You will receive a disconnect warning by email and/or text message, per your selection on the Prepay service website, as an alert when your account drops below a \$20 credit balance. If your Prepay balance is exhausted before you make a payment, your power is automatically disconnected at the meter.

Once adequate payment is made your power will be automatically restored, typically within 15 minutes.

### **Payment methods to Avoid!**

To ensure prompt posting of a payment please avoid using the mail or our payment drop boxes!

### **What if my service is not automatically restored?**

If you make a payment and your service is not automatically restored within 30 minutes, please call the office and report your outage. CPI will investigate the event and, if necessary, send a technician to restore power.

If the payment was received and the system malfunctioned you will not incur a service charge. If after investigation of the event it is determined that no payment was made or the payment method was declined, service will be disconnected and all applicable service fees will apply.