



Prepaid Metering Participation Agreement

Your Touchstone Energy® Cooperative 

Applicant(s): _____

Notification Phone number: _____ Pay By Phone 4-Digit Pin#: _____

Email: _____ Online Password: _____

The undersigned (hereinafter called the “member”) hereby applies for participation in the Prepaid Program offered to members of Capital Electric Cooperative (hereinafter called the “cooperative”) and agrees with the cooperative to the following terms and conditions:

- The member acknowledges they are solely responsible to regularly monitor the balance of the prepaid account and understands that electric service will be subject to disconnection without any written notification from the cooperative to the member once the balance of the account reaches zero (\$0.00). Upon disconnection, a disconnect fee will be charged to the member at the current rate established in Policy IV-6 (Billing, Collections, Delinquencies, and Disconnections). The current disconnect fee is \$32.00.
- The member acknowledges they will not be mailed a monthly statement of electric usage and other applicable fees or charges.
- The member understands the medical and health conditions of any person located at the address where electric service is furnished by the cooperative or inclement weather conditions or temperatures will not postpone disconnection of electric service.
- The member agrees that they may purchase electricity at any time in payments equal to or exceeding a \$25.00 minimum purchase amount. Electricity may be purchased via internet or telephone 24 hours a day or during normal business hours at the cooperative office. If payment is made after account has reached a zero balance, services will be reconnected after funds have been received and posted to the account.
- If the member changes any of the contact information (i.e. email address, phone number) provided on this agreement, it is the responsibility of the member to notify the cooperative of any such changes immediately.
- The member authorizes the cooperative to transfer any outstanding balance on the member’s account to the prepaid account. Any balance remaining after application of any accrued security deposit will be paid by application of twenty-five percent (25%) of the member’s future electricity payments until the remaining balance is paid in full.
- Any deposit fee previously paid by the member to the cooperative will be applied to the member’s outstanding balance at the start of participation in the Prepaid Program and any credit remaining after application of the deposit fee shall be applied to the member’s prepaid account balance.
- The member shall pay any returned payment fees and service fees and further agrees that all such applicable fees are required to be paid in full before any member payments are applied to the balance of the prepaid account or outstanding prepaid amount.

- Prepaid accounts shall not be eligible for payment arrangements with the cooperative and energy assistance shall not be applied until received as payment on the member's prepaid account.
- If an active member wishes to discontinue prepaid metering, the member will be subject to existing new account deposit requirements as established by the cooperative. If service is to be disconnected and finalized, any balance on the prepaid account will be refunded at that time.
- The member shall purchase electricity from the cooperative in accordance with the current and any future rate schedule of the cooperative on a prepaid basis for the above-referenced account.
- The member understands that the terms and conditions set forth in the member's Application For Membership and/or Electric Service continue to apply in addition to the terms and conditions of this agreement and Prepaid Program, subject, however, to any changes set forth in this agreement.
- The member shall pay any applicable fees as fixed by the cooperative by-laws and the policies, rules and regulations of the board of directors as may be required for the member to participate in the Prepaid Program.
- The cooperative reserves the right to remove any member from the Prepaid Program at any time, without consent or notification. The cooperative reserves the right to modify or terminate this program at any time.

The member acknowledges that they have read and accept the terms and conditions of the Participation Agreement.

The member understands they will be signed up to receive alerts (via email/phone/text) regarding their prepaid account(s) and agrees that by disclosing a mobile, landline or other phone number, Capital Electric or its agents or contractors can call the member on that number using an automatic prerecorded telephone dialer and/or that Capital Electric or its agents or contractors can leave a prerecorded and/or text message on that number.

Signature: _____ Date: _____

(By entering your name, you electronically acknowledge reading and understanding the above document.)

Payments may be made by 24 hours a day using debit or credit card, or e-check in any amount equal to or exceeding \$25.00 by clicking on the My Account login link at www.capitalelec.com or by calling 1-877-853-5928. You may also pay in our office located at 4111 State Street during normal business hours. The CEC office is open 8 a.m. to 5 p.m. Monday through Friday.