



P.O. Box 1  
Johnson City, Texas 78636-0001

Pay Now: pec.coop  
Secure Pay Line: 1-844-886-9798  
View & Pay Bill: pec.smarthub.coop  
Power Outage: 1-888-883-3379  
Questions: 1-888-554-4732  
Agents available M-F 8am-7pm  
Se habla español

## Pedernales Electric Cooperative, Inc. Pre-paid Payment PlanOption Member Agreement

For eligible members interested in control of their electric account billing, Pedernales Electric Cooperative, Inc., is pleased to offer a new payment option - Pre-paid Payment PlanOption. This payment option allows you to both manage your electric usage and your payments towards your electric bill. With this payment option, each day, PEC will bill you for your previous day's usage and deduct the bill amount from the credit on your account. Daily balances are available for review at [www.pec.coop](http://www.pec.coop), SmartHub, or by phone. WePEC will send you notices by phone, text, or email reflecting your balance. If you have an existing deposit on your account, PEC will apply that deposit as a credit to your pre-paid account balance.

To be eligible for this option, the member must:

Eligible Members must:

- ~~have an active SmartHub account or provide us with a valid telephone number~~
- ~~consent to receiving electronic notifications regarding the Pre-paid Payment Plan~~
- ~~agree to timely update member contact information for electronic notifications~~
- ~~have a Remote Connect/Disconnect enabled meter as of May 1, 2018~~

In addition, the member must:

- ~~make a \$25 minimum pre-paid credit payment balance to setup the account~~
- ~~set up personalized low balance notices via SmartHub~~
- ~~if enrolled on a payment plan, must apply 50% of every pre-paid payment to the outstanding balance and 50% to the pre-paid account balance until the outstanding balance is paid in full~~
- keep a credit balance on the account at all times

Other Program Information:

- ~~prepaid Prepaid~~ accounts are not eligible for the following services and rates:
  - ~~payment arrangements, budget billing, automatic account drafts, and automatic payment plans~~
  - ~~registration Deferred Payment Arrangement, Fixed Payment Plan, Average Payment Plan, Credit Card Payment Plan, and Bank Draft Payment Plan.~~
  - ~~Time of Use, Interconnections or Cooperative Solar rates~~
  - ~~Registration on the critical care registry, Advanced Meter Opt Out Program or with three-phase service~~
  - ~~time of use rates, interconnections or the Cooperative Solar Rate~~
- ~~member assistance payments will be applied to your account when the payment is actually received~~
- ~~assistance pledges will not be accepted to keep the service active~~
- ~~payments No deposit based on creditworthiness is required for accounts to be set up on this payment option.~~
- Payments may be made ~~on~~ via the SmartHub app, online, by phone, at kiosks, by mail or in person
- Members with an existing account balance must bring their account balance to zero or agree to an arrangement for payment of any outstanding balance prior to enrollment.
- For Members who agree to an arrangement for payment of any outstanding balance, PEC will apply 50% of every payment to the outstanding balance and 50% to the prepaid account balance until the outstanding balance is paid in full
- Members are responsible for setting up personalized notifications via SmartHub
- If service is disconnected for lack of prepaid funds, the unpaid balance will be due along with a \$25 credit balance to reinstate electric service.
- ~~No deposit is required for accounts to be set up on this payment option.~~

- I request that my account be added to the Pre-paid Payment PlanOption. I agree to abide by the Tariff and Business Rules (Section 200.16.1) governing the Pre-paid Payment PlanOption.
- I consent to electronic notifications by electronic mail, text or by phone regarding the Pre-paid Payment PlanOption including, notifications regarding low balances. PEC will send notice either by email or text when the balance is at \$10 or less. You may elect to receive additional alerts through your SmartHub account. I understand that it is my responsibility to immediately notify PEC of any changes to my contact information.



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3. ~~Once~~ The continuation of electric service depends on your prepaying for service on a timely basis and once the fund balance on the electric account is depleted to \$0, ~~the accounta notification~~ will ~~immediately~~ be ~~disconnected, sent, and service is subject to disconnection.~~ The daily base rate will continue to accumulate even if ~~the electric meter is deactivated~~no energy consumption occurs.
4. Member assumes all liability for and holds harmless Pedernales Electric Cooperative, Inc., its directors, officers, employees, and agents for any and all damages of every kind resulting from my participation in the Pre-paid Payment ~~Plan~~Option including, without limitation, - automatic disconnection or reconnection of service.
- 4-5. I understand that at any time I may elect to discontinue the Pre-paid Payment ~~Plan~~Option and resume standard billing. At that time, PEC will require full payment of any outstanding balance and may require a deposit.
- 5-6. Member ~~Acknowledges~~acknowledges and agrees to the terms and conditions described herein.

Name on account: \_\_\_\_\_

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

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

Phone: \_\_\_\_\_

Email: \_\_\_\_\_