



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 Option 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 Option. 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, SmartHub, or by phone. PEC 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.

Eligible Members must:

- have a \$25 pre-paid credit balance to setup the account
- keep a credit balance on the account at all times

Other Program Information:

- Prepaid accounts are not eligible for the following services and rates:
 - 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
 - No deposit based on creditworthiness is required for accounts to be set up on this payment option.
 - Payments may be made 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.
1. I request that my account be added to the Pre-paid Payment Option. I agree to abide by the Tariff and Business Rules (Section 200.16.1) governing the Pre-paid Payment Option.
 2. I consent to electronic notifications by electronic mail, text or by phone regarding the Pre-paid Payment Option including, notifications regarding 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.
 3. 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, a notification will be sent, and service is subject to disconnection. The daily base rate will continue to accumulate even if 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 Option including, without limitation, automatic disconnection or reconnection of service.
 5. I understand that at any time I may elect to discontinue the Pre-paid Payment Option and resume standard billing. At that time, PEC will require full payment of any outstanding balance and may require a deposit.
 6. Member acknowledges and agrees to the terms and conditions described herein.

Name on account: _____

Date: _____

Account: _____

Phone: _____

Email: _____