



P.O. Box 157
Macon, MO 63552-0157

Telephone: 660-385-3157
Fax: 660-385-3334

Prepaid Electric Service Agreement

In applying for participation in Prepaid Electric Service (hereinafter called "Prepaid"), offered to members of Macon Electric Cooperative (hereinafter called "MEC"), I agree with MEC to the following terms and conditions:

To create a Prepaid electric account, I understand a beginning credit balance of \$25.00 is required.

After creating my Prepaid account, I understand I may purchase electricity at any time. Electricity may be purchased via Internet, "SmartHub" app, automated telephone service 24 hours a day, or in person during normal business hours at the MEC office. Payments left in the drop box during the day are not posted immediately and payments left overnight in the drop box will not be posted until the next business day. MEC is not responsible for any delay in mail time.

As a Prepaid member, I understand that no monthly billing statement will be mailed to me. I understand it is my responsibility to sign up to receive alerts regarding my Prepaid account via my choice of email, text message, or "SmartHub" app notification. I also agree that I am responsible for any cellular telephone or texting charge incurred due to daily notifications.

I understand that it is my responsibility to regularly monitor my account and to maintain a **credit balance** in order to receive uninterrupted service. I accept responsibility for any consequences, including personal injury or property damage, which might result from my failure to make timely purchases of electricity in order to maintain uninterrupted electrical service. I understand that if a **credit balance** is not maintained, my electric service is subject to immediate disconnection.

I understand that in the event of a returned check, the payment will immediately be charged back to the account with an additional returned check fee of \$35.00. If this causes a credit deficit, service may be disconnected immediately. The cooperative has the right to refuse payment by check if the account has a return item.

I understand that at any time the member's account is converted to a traditional account, MEC may require full payment of a security deposit based on MEC's current policy and risk assessment. I understand that I can only convert my account to Prepaid once in a calendar year.

I understand that Prepaid accounts are not eligible for budget billing, recurring EFT payments, or any future payment arrangements.

I understand inclement weather and/or medical conditions will not postpone disconnection of electric service.

I understand the difference between Prepaid and traditional, post-paid service and I am voluntarily requesting Prepaid service from MEC.

Prepaid Service Agreement and Policies are subject to change.

Initial Payment Arrangement Amount \$ _____

50% of each payment made toward the Prepaid account will be applied to the initial payment arrangement amount until the payment arrangement balance is paid in full.

MEC account number: _____ Name on account: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Prepaid Electric Service – How it Works

Prepaid Electric Service (Prepaid) is a “pay as you go” plan offered by Macon Electric Cooperative, where the member is in control. Prepaid offers no advance deposits and the ability to structure payments in a way that best fits the member’s needs.

Instead of a monthly billing statement, your energy use and Prepaid balance are calculated daily. The member can view their daily usage on their phone or online and receive notifications about the status of their account.

Eligibility

- Applicant must be a member of MEC and have an application for electric service on file.
- Applicant must be on a residential single phase energy rate.
- Prepaid accounts are not eligible for budget billing, recurring EFT payments, or any future payment arrangements.

Prepaid Advantages

- No deposits are required.
- No late payment penalties.
- No disconnect/reconnect fee.
- Payments can be made on the member’s own schedule.
- Member can easily monitor daily usage and costs.
- Account balances are updated daily, eliminating large end-of-month bills.

Beginning Prepaid

- New accounts begin Prepaid service by paying a \$25.00 service activation fee and an initial \$25.00 Prepaid credit balance.
- For an existing account converting to Prepaid, previous security deposits, outstanding balances and fees will net into an initial payment arrangement.

Initial Payment Arrangement

- An initial payment arrangement is available for the outstanding balance prior to prepayment. With such arrangement, MEC will apply 50% of the member’s future Prepaid amount to the outstanding balance and 50% to the Prepaid balance until the outstanding balance is paid in full. The 50/50 split does not apply to the initial \$25.00 minimum Prepaid credit balance.

Monitoring Prepaid Account

- While enrolled in Prepaid, no monthly statement will be mailed out.
- Member must regularly monitor their Prepaid account and maintain a credit balance to avoid disconnection.
- Member can monitor Prepaid accounts via email, text, SmartHub mobile app, website, or automated phone system.
- Member must sign up for alerts to receive balance notifications and other important account information.

Payment Options

- Online Payment: Visit our website at www.maconelectric.com .
- Smarthub App: Download the Smarthub App to manage your account.
- Pay-By-Phone: Call our automated phone service at 844-201-7201 and pay with debit card, credit card, or check any time.
- Pay-In-Person: Payments can be made at our office during normal business hours, from 8:00 am to 4:30 pm.
- Drop Box: A drop box is located in front of our office. **Payments left in the drop box during the day are not posted immediately and payments left overnight in the drop box will not be posted until the next business day.**



Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages
- Learn More: www.maconelectric.com