



## **Prepaid Metering Program Service Terms and Conditions**

Any eligible Member who purchases electricity from Mid-Ohio Energy Cooperative, Inc. (hereinafter the 'Cooperative'), falls under a residential electric rate (without demand) and has 200-ampere service or lower, is eligible for the prepaid metering program – a voluntary, alternative payment option. The Member agrees that the Cooperative will not be held responsible for any direct or indirect damage and/or consequences for any failure on the part of the Member to make purchases of electricity in order to maintain uninterrupted electric services and further releases the Cooperative from any damages whatsoever related to interruptions in service.


All wiring will conform to the National Electrical Safety Code and local safety codes when applicable.

### **Terms and Conditions**

- Membership for the prepaid metering program falls under standard Cooperative Membership Terms and Conditions.
- Members who have occupants of the home on any type of life support equipment, are active members in the U.S. military, or are age 65 or older are not eligible for the prepaid metering program.
- Members must sign this agreement form to be eligible for the prepaid metering program.
- The metering equipment is the property of the Cooperative.
- If for any reason, the equipment fails to work properly, the Member will be responsible for all usage recorded on the electric meter. It is the responsibility of the Member to call the Cooperative and report any problems experienced with the meter and associated equipment.
- Debt Reduction: Members switching from traditional monthly billing with an outstanding balance must pay the full outstanding balance OR enroll in the debt reduction program. Through the debt reduction program, members allocate at least 25% or more of all electric purchases to be applied toward the member's outstanding debt amount. This allocation applies to all future electric purchases until the past due amount has been paid in full. Participation in debt reduction is subject to approval by Cooperative personnel. If a Member fails to satisfy debt reduction program requirements, the Cooperative reserves the right to require all past due amounts be paid and the account may possibly be subject to disconnection.
- The Cooperative reserves the right to remove its equipment and discontinue prepaid metering service at any time. If removed, the Member must pay all outstanding bills and related charges prior to removal (disconnect, reconnect, security deposit, past due amounts, etc.)



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- The Member has been informed and understands that if the credit amount on the account reaches a zero dollar balance, the electric service will automatically be load limited until adequate money (a minimum of a \$20.00 balance) is restored to the account by the Member. After a ‘reasonable period’ of load limiting, the account will be automatically disconnected if the balance remains zero. The ‘reasonable period’ is determined by the time of the year. See **Load Limiting** below for further details.

*Example 1: An account balance goes below \$0.00 and is load limited for two days. The total amount for the energy used in those two days is \$8.00. To be removed from load limiting the member must pay: **\$20.00** (minimum required) + **\$8.00** (amount used during load limiting) = **\$28.00**.*

*Example 2: An account participating in debt reduction goes below \$0.00 and uses an additional \$10.00 of energy during the limiting period. To be removed from load limiting the member must pay: **\$20.00** (minimum required) + **\$10.00** (amount used during load limiting) + **\$7.50** (25 percent of payment for debt reduction) = **\$37.50**.*

- The Cooperative recommends the Member always be aware of daily usage and maintain enough credit on account to supply the Member for several days to avoid disruption of service.
- The Member acknowledges that the prepaid metering program is voluntary and said Member can choose to continue to participate in the program or revert back to the Cooperative’s traditional payment program at any time. The Member also acknowledges that any account transferring back to the traditional method will be subject to all fees or charges and security deposits prior to the service being transferred.

### **Deposit**

No deposit is required to enroll in the prepaid metering program. Existing deposits, including accumulated interest that is held in a Member’s traditional account will be applied to the prepaid metering account by first applying monies to any outstanding balance with the Cooperative, then applying the remaining balance towards the purchase of future energy.

### **Power Purchases**

- A Member that is new to the prepaid metering program will be required to purchase a minimum of \$50.00 for prepaid energy.
- Minimum prepaid power purchases are \$10.00 per transaction.
- Power purchases can be made during regular business hours at the Cooperative’s Marion or Kenton locations, via e-check, on the Energy Center section of [www.midohioenergy.com](http://www.midohioenergy.com), using Mid-Ohio Energy’s mobile app, by check, credit card or by phone (mailed payments are not recommended due to time constraints).
- After hours payments, including payments for reconnection, can be made over the phone, through the Cooperative’s website, or using Mid-Ohio Energy’s mobile app.



### Rates

All prepaid metering accounts are modeled after the Cooperative's residential rate. A minimum monthly payment for the standard monthly residential Member service charge in effect at any time is required for the prepaid metering program. The service charge is automatically allocated on a daily basis.

### Refunds

- No refund will be made for less than \$1.00 of unused electricity.
- If a refund is requested, the Cooperative will adjust the account accordingly and a refund check will be mailed to the Member. Any outstanding amounts due to the Cooperative will be taken out of the refund amount, if applicable. Also, any damage to, or the failure to return the leased In-Home Display (IHD) unit will be applied to the Member's account upon requesting termination of service.

### Load Limiting

If the Member's account balance reaches \$0.00 the account will immediately be put on load limiting. Load limiting allows a predetermined amount of energy (approximately 30-amperes) to be used at the Member's service location. If the energy use exceeds the maximum amperage the service will be automatically interrupted at the meter. Energy used by the Member during any load limiting period is recorded at the meter and will be charged to the Member.

If the maximum amperage threshold is exceeded and an interruption occurs, the Member must manually restore service by locating the meter and pushing the black button in the upper-right hand corner. **If an interruption occurs twice within any one-hour period, then the Member must wait a full hour before service can be restored at the meter.** If this occurs, it is recommended that the Member turn off as many electrical devices as possible in the home before reactivating the meter. Once the meter has been reactivated, slowly bring on smaller electrical loads (such as lights) to manage the peak load.

Members are strongly encouraged to make any payments during Cooperative business hours in order to avoid any inconveniences. **Once the Member's account balance is restored to the \$20.00 minimum balance or above you must contact our offices to indicate service is ready to be restored.** Payments can be made outside of business hours at [www.MidOhioEnergy.com](http://www.MidOhioEnergy.com) from a computer or from our mobile app. Our after-hours service can also take payments from a credit card or e-check. The Cooperative cannot guarantee when an account will be removed from load limiting once the account has been adequately restored to at least a \$20.00 balance for prepaid energy. Cooperative personnel will make every effort to remove load limiting from an account within 24 hours OR the next business day once adequate payment has been made. **Removal from load limiting will not occur during non-business hours, on weekends or holidays.**



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### **Disconnection**

If a Member enrolled in the prepaid metering program is disconnected for non-payment or other circumstances not listed here, the Member must pay all applicable charges plus amounts past due before power will be restored.

### **Charges**

No charges will apply (other than possible debt reduction) when transferring from a traditional account to a prepaid metering account. However, if the member elects to transfer back and forth between the traditional and prepaid metering systems more than once within a consecutive twelve-month period, the following charges may apply:

Removal of equipment before 1 year	- \$50.00
Charge to reinstall IHD unit (within 1 year)	- \$50.00
Damage charges or failure to return IHD	- up to actual replacement cost*

**\*The IHD shall be returned to the Cooperative's offices within 5 business days of termination of the Member's prepaid metering account (includes switching to traditional monthly billing or moving out of location).** Charges are based on the condition of the returned unit (normal wear & tear will not be charged). Damages up to the actual replacement cost of the unit may apply. The approximate cost of the IHD unit is \$150.00. If the Member returns the IHD unit in good working order, no additional charges will be assessed.

### **Acknowledgement**

I acknowledge that the Cooperative will invoice me for \$150.00 (replacement cost) if the IHD unit is not returned in good working order within 5 business days of termination of this prepaid metering account.

I have read the information contained herein on the prepaid metering program and agree to abide by the terms and agreement as stated. I furthermore understand that as a condition of service, my account must always maintain a positive balance, including minimum debt reduction repayments, and I waive any rights to dispute termination or limitation of electric service from the Cooperative any time my balance reaches \$0.00. I also understand that it is my sole responsibility to keep the Cooperative informed of any changes to my household, such as dangerous health or medical conditions, elderly or handicapped household members, and changes in e-mail address, phone number, or other forms of communications.

I also understand that the prepaid metering program is a voluntary program and that I will always maintain the right to return to the traditional billing method at any time at my sole discretion, and I further acknowledge that by converting from a prepaid metering account back to the traditional account method will immediately subject my account to any and all requirements of the traditional account, such as deposits, fees, payment of debt, or any other charges that may apply.



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Furthermore, I hereby confirm that I meet the following eligibility requirements to participate in the Cooperative's prepaid metering program:

1. I am not an active member of the U.S. military.
2. I am not elderly as defined by the State of Ohio (age 65 or older).
3. No individual in my household residing at the account service address requires life support systems or has documented necessities requiring uninterrupted electric service.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Address: \_\_\_\_\_ Home phone: \_\_\_\_\_

\_\_\_\_\_ Work phone: \_\_\_\_\_

\_\_\_\_\_ Cell phone: \_\_\_\_\_

\_\_\_\_\_  
Member signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Cooperative representative signature

\_\_\_\_\_  
Date

*Updated May 1, 2019*



## Account alerts & reminders

Set and receive important account alerts to help monitor your usage and account balance. To receive alerts, it's important to keep your contact information up-to-date. Download Mid-Ohio Energy's app to enable "push notifications" to your smartphone or tablet.

Check the boxes below to indicate which alerts you would like to receive by text and/or email.

ALERT DESCRIPTION	TEXT MESSAGE	EMAIL
<b>Account Profile Change</b> Alert when profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Returned Check Alert</b> Alert when check is returned / rejected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Payment Confirmation</b> Alert when a payment is made on the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Connected</b> Alert when service is connected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Disconnected</b> Alert when service is disconnected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Reconnected</b> Alert when service has been reconnected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low Balance Threshold Reached</b> Alert when balance reaches (enter amt): <input style="border: 1px solid red;" type="text" value="\$ ."/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Balance and Usage Alert</b> Daily balance and use update.	<input type="checkbox"/>	<input type="checkbox"/>
<b>High Usage Alert</b> Alert when daily use exceeds (enter amt:) <input style="border: 1px solid red;" type="text" value="\$ ."/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pending Disconnect</b> Alert for service is to be disconnected.	<input type="checkbox"/>	<input type="checkbox"/>

NAME: \_\_\_\_\_

PHONE NO. (W/ TEXTING\*): \_\_\_\_\_

CELL PROVIDER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

\*Standard messaging rates from your provider may apply.