



SERVICE AGREEMENT FOR PREPAID METERING

Member Name _____
Service Location _____
Mailing Address (if different) _____
Home Phone _____ Cell Phone _____
Email _____

Office Use Only

Acct. Number _____
Location No. _____
CSR Initials _____

I hereby voluntarily apply to participate in Prepaid Metering offered to members of Citizens Electric Corporation (hereinafter called the "Corporation"), and unequivocally agree to the following terms and conditions:

***All notifications must be set up in SmartHub. To set up your notification platform, please visit www.cecmo.com/smarthub for instructions to download the SmartHub app and register your account. You will only receive email notifications if you do not setup SmartHub.**

1. I agree to purchase electric service from the Corporation under its Optional Prepaid Metering Service rate classification and agree to be bound by its Conditions of Use and by the Corporation's General Terms and Conditions as they are now in effect and as may hereafter be amended.
2. I agree to make an initial minimum prepayment of \$50.00 to my Prepaid Metering account for future electricity use.
3. I understand that it is my responsibility to regularly monitor the balance on my account by utilizing email notifications or by downloading the SmartHub app for text notices. Failure to receive notice by email, phone or text message will not exempt my service from disconnection. **Member Initial:** _____
4. Before my service will be reconnected, I will have to make a minimum payment of \$25 to be used for future purchases of electricity. In addition, I must pay for any outstanding balance due, except for amounts included in a debt management plan. I understand that I can make payments during normal business hours at the Corporation's office, at an authorized remote payment site, or real-time payments anytime via the Internet or automated phone system. I understand that no reconnect fee will apply if reconnection is made within 30 days of disconnection.
5. To reconnect my service, I will need to push the black activation button on my meter or disconnect collar when the word "ARM" is visible. If I am unable to access my meter, I must give the Corporation express permission and authorization to reactivate my meter remotely.
6. I understand that I will not receive paper billing statements or disconnect notices. Information regarding my account is available via the Corporation's website at www.cecmo.com or SmartHub. Any notice from the Corporation required hereunder shall be pursuant to the preferred method(s) of notification I indicated above. As such, I understand that it is my sole responsibility to notify the Corporation immediately of any changes to my contact information. **Member Initial:** _____
7. I understand that should my balance reach zero (\$0.00) or less, my service will be automatically disconnected during normal business hours in accordance with the Missouri Public Service Commission's cold and hot weather rules. Upon disconnection I understand that if I, or a member of my household, rely upon medical equipment powered by electric energy, I am completely responsible for procuring alternate electric power or timely re-establishing service from the Corporation by adhering to the requirements for same set forth herein and in all applicable policies of the Corporation. **Member Initial:** _____
8. I understand that I will receive periodic alerts via my preferred method(s) of notification when my Prepaid Metering account reaches the amount specified within the SmartHub app.
9. I understand the Corporation will immediately debit returned checks and denied credit card payments, along with any associated charges, to my account. Should this cause my balance to be zero (\$0.00) or less, my service will disconnect on the next business day. I understand I will be required to replace the check or credit card payment with cash, a cashier's check, or money order

10. I understand that if I apply for energy assistance, my account will be credited when the Corporation receives verification of a pledge from the agency or charitable organization. If the pledge is cancelled for any reason, the amount of the pledge will be charged back to my account. If this causes my account balance to be zero (\$0.00) or less, CEC will send me an alert and my service will be disconnected.
11. Any deposit I have previously paid to the Corporation will be applied to my outstanding balance (if any) at the commencement of participation in Prepaid Metering, and any credit remaining after application of the deposit shall be applied to my Prepaid Metering account balance.
12. I authorize the Corporation to transfer any outstanding balance to my Prepaid Metering account and agree that fifty percent (50%) of any payments made on my Prepaid Metering account in the future shall be applied to the outstanding balance until said balance is paid in full. Any fees/penalties (such as a returned check or meter tampering) shall be paid before any payments are applied to my Prepaid Metering account.
13. I understand the Corporation reserves the right to remove my account from Prepaid Metering at any time, without consent or notification. The Corporation reserves the right to modify or end this program at any time.
14. I understand that any tampering with the Corporation's equipment will result in one or more of the following: immediate removal from Prepaid Metering, disconnection of service, payment of additional fees, and possible legal action.
15. I understand that if my Prepaid Metering account is discontinued or terminated, the Corporation may transfer any unpaid balance to any other like-account I may have with the Corporation or refer any unpaid balance to the Corporation's third-party collection agency.
16. I, the undersigned, HEREBY RELEASES, DISCHARGES, COVENANTS NOT TO SUE, AND HOLDS HARMLESS, the Corporation, their respective agents, employees, assigns or representatives FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in Prepaid Metering.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, AND UNDERSTAND THAT I HAVE SURRENDERED SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Member Signature: _____ Date: _____

This Agreement may be executed by facsimile or other means of electronic communication, and such shall be fully binding and effective for all purposes. Facsimile and electronically communicated signatures shall be treated the same as original signatures. **(Rev. 9/23)**