



Garkane Energy Cooperative, Inc. (GEC) Prepaid Service Agreement for Utah & Arizona

The Prepaid Service Plan (the "Plan") is an optional program approved by the Arizona Corporation Commission and the Utah Division of Public Utilities for Garkane's qualifying standard offer, single phase residential customers who desire to alleviate the financial impact of posting a deposit or otherwise securing their service account. It is not available to time-of-use, net metering or critical (medical necessity) customers or for those participating in the Budget Payment Plan. The Plan is not suitable for members that are unable or unwilling to receive, recognize and respond to low balance warnings or to reach and push the reconnect button located at the meter in the case service is disconnected. The Plan is designed to give the member more control over their electric usage and more opportunities to reduce their electricity costs. Some of the plan's features that are designed to help members include:

- No requirement for a security deposit
- Smaller, more frequent payments can be made on the account
- Avoid late fees
- Monitor usage online or by contacting GEC business offices.

Payments can be made on the Plan utilizing any of GEC's payment systems, including online payments, our pay-by-phone number 877-487-7436, payments at our Customer Service offices during normal GEC business hours and 24 hour Kiosks at various locations. The Plan offers members access to their current and historical consumption to assist them in managing their prepaid service. Once a member has registered online, this history can be accessed and their contact information updated with a secure member login at GEC's member website. Alternatively, the Customer can contact the Cooperative's business offices during normal business hours. Daily usage Information is available through GEC's website and business offices. The information is updated once prior to the start of each business day.

GEC's Prepaid Service Plan is available to qualifying residential customers only in those areas where GEC has installed appropriate metering technology to read, connect and disconnect your service remotely. In such case, ~~no~~ serviceman is needed to be dispatched for reconnection or disconnection of the meter. The customer must push the reset button after establishing a positive prepaid balance in order to re-establish actual service, which can take up to 2 hours for power to be restored.

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_____ **Electric service is subject to immediate disconnection any time, seven days a week, if an account does not have a credit (prepaid) balance**, except in Arizona when the temperature is colder than 32 degrees Fahrenheit for the next day's forecast, or other weather conditions as determined by the Arizona Corporation Commission.

_____ Members must provide an valid email contact. When the account runs low, members will receive a daily email that shows their usage in kWh's and remaining prepaid balance in kWh's, as well as the monetary amount remaining after the Member's balance is less than their current daily average usage times four (4). Members can also access their balance on the GEC website or by calling GEC business offices; (during normal business hours or at a 24 hour kiosk at various locations). The balance information is updated before the start of each business day. We also recommend you download the Smarthub app on your mobile device.

- _____ The member will receive an electronic message warning notices of low prepaid balances on their account after the Member's balance is less than their current daily average usage times four (4). Warnings will be provided by email, and/or text message to the email address and phone numbers designated by the member. These messages will be sent when the account is low until the prepaid balance is exhausted. Other methods of notification may be used with the consent of Garkane Energy and the customer.

- _____ When the prepaid balance reaches zero, the electronic message warning notices will indicate that disconnection has occurred. It is the member's responsibility to make adequate payment to avoid disconnection, and to bring their account back to a prepaid balance of at least \$20 after disconnection in order to have service restored. Upon the member re-establishing the minimum prepaid balance, service will usually be restored within 2 hours, subject to the member pushing the reset button at the meter. When clicking the reset button, the member should hear the meter engage. This will take anywhere between 15 minutes to 2 hours for power to be restored.

- _____ The account will be closed after disconnection if the minimum prepaid account balance has not been re-established within ten (10) days after disconnection. If the account is closed GEC's New Service Charge of \$75 will also need to be paid to re-establish prepaid service, as well as a \$50 minimum balance on your pre-paid account. If you are seeking re-connection after business hours, a \$140 after-hours fee will be charged to reconnect service.

Prepaid accounts will be administered in accordance with GEC's Residential Prepaid Service Tariff, as amended from time to time. The Commission has waived GEC's compliance with the applicable provisions of its rules governing Establishment of Service (A.A.C. R14-2-203), Billing and Collection (A.A.C. R14-2-210, and Termination of Service (AAC. R14-2-211).

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- _____ Member recognizes the need to be able to receive, recognize and respond to low balance warnings and to be able to reach and push the reconnect button located at their meter in the event service is disconnected for any reason. Upon becoming unable to meet the foregoing conditions. Member shall notify GEC within 10 days and transfer to standard (postpaid) service, including payment of any deposit and fees required under GEC's Rules and Regulations.

- _____ Member authorizes GEC to charge their prepaid account for electric services rendered in accordance with the Rules and Regulations and Tariffs of the Cooperative.

- _____ Member has the ability to access their consumption history as described above and it is their responsibility to utilize the balance information and their consumption in order to maintain a prepaid balance in their account at all times to avoid disconnection of service.

- _____ Member is responsible for maintaining accurate contact information including telephone number, email address and mailing address at all times.

- _____ Member Holds Harmless GEC, Its directors, officers, employee and agents for damages resulting from disconnecting service in accordance with approved tariffs and rules and regulations of the Cooperative.

I have carefully read and I understand the terms within the Garkane Prepaid Service Agreement and understand the difference between prepaid service and standard residential (postpaid) service. I am requesting that GEC establish prepaid electric service for my account.

Account Number _____

Member Signature _____ Date _____

Member Signature _____ Date _____

Contact Mailing Address _____

CONTACT INFORMATION (Must provide at least two) (list in order of preference 1-3)

Contact Email Address(es) _____ Desired Password _____

Contact Telephone Number(s) _____

Text Message Number(s) _____

(A Garkane rep will add your cell number to the Smarthub app, and you will receive a text message with a passcode. You will need to enter that passcode into Smarthub in order to receive text notifications.)

(Indicate Name of any person whose number is being provided as a backup)

Name _____

Contact Telephone Number(s) _____

APPROVED: Decision No. 75556

EFFECTIVE: June 1, 2016