

Pilot Program



Prepaid Service Terms and Conditions

Any eligible Member who purchases electricity from Mid-Ohio Energy Cooperative, Inc., (hereinafter called the Cooperative), falls under a residential electric rate (without demand) and has 200 amp service or lower is eligible for the Prepaid 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 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 not eligible for the Prepaid program.
- Members must sign this agreement form to be eligible for the Prepaid program.
- The Member agrees to be a part of the Prepaid program for a minimum of one year or a service charge is applicable for removal of the equipment. No service charge will apply if the Member moves or is no longer a Cooperative Member.
- 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.
- Members may pay past due accounts by allocating at least 25% or more of electric purchases to debt reduction, with approval of Mid-Ohio Energy personnel. This will apply consistently to all future purchases as well until the past due amount has been paid in full. If a Member fails to meet these conditions, the Cooperative reserves the right to require all past due amounts be paid in full.
- 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.)

- The Member has been informed and understands that if the credit amount on the account reaches a zero balance, the electric service will automatically be load limited until adequate money (the minimum of \$50.00 **plus** any additional balance accrued during the limiting period) is added to the account by the Member. After a “reasonable period” of limiting, the account will be automatically disconnected if balance remains zero. The “reasonable period” is determined by the time of the year.

*Example 1: An account balance goes below \$0.00 and is limited for two days. The total amount for the energy used in those two days is \$8.00. To be reconnected the member must pay:
\$50.00 (min. required) + \$8.00 (amt. used during limiting) = \$58.00.*

*Example 2: An account participating in debt reduction goes below \$0.00 and uses an additional \$100.00 of energy during the limiting period. To be reconnected the member must pay:
\$150.00 (\$50.00 minimum + \$100.00 amt. used during limiting) + \$50.00 (debt reduction percent of payment) = \$200.00.*

- The Cooperative recommends the Member always be cognizant to 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 program is voluntary and said Member can choose to continue to participate in the program, or revert back to the cooperatives’ traditional payment program at any time. The Member also acknowledges that any account transferring back to the traditional method will be subject to the appropriate charges including deposits, prior to the service being transferred.

Deposit

No deposit is required to enroll in prepaid metering. Existing deposits, including accumulated interest that is held in a members traditional account will be applied to the “Prepaid” account by first applying moneys to any outstanding balance with the cooperative, then applying the remaining balance towards the purchase of future energy.

Refunds

- No refund will be made for less than \$5 for unused electricity.
- If a refund is requested, the Cooperative will adjust 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” unit will be applied to the members account upon requesting termination of service.

Rates

All Prepaid accounts are modeled after the Cooperative’s residential rate. A minimum monthly payment for the standard monthly Member service charge of \$34.50 is required for the Prepaid program. The charge is automatically allocated on a daily basis.

Disconnects

If a Member who signs up for the Prepaid program is disconnected for a return check, a bad debt, kWh usage used and not paid for, or other circumstance not listed here, the Member must pay all charges plus monies due before power will be restored.

Power Purchases

- A Member that is new to the Prepaid program will be required to purchase a minimum of \$50 of power.
- Minimum power purchases is \$10 per transaction.
- Power purchases can be made during regular business hours at the Cooperative’s Marion or Kenton locations, via ebill, echeck, by remote payment stations (if available), on the Energy Center portion of 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 for reconnects, can only be made through the cooperatives web site, remote payment station (if available), or using Mid-Ohio Energy’s mobile app.

Charges

No charges will apply (other than possible debt reduction) when transferring from a traditional account to a "Prepaid" account. However, if the member elects to transfer back to a traditional account within the initial 12 month period, or back and forth between the traditional and "Prepaid" systems more than once within a 12 consecutive month period, the following charges may apply:

Removal of equipment before 1 year	\$ 50
Charge to reinstall unit (within 1 year).	\$ 50
Damage charges or failure to return a leased in-home display.	Up to Actual Replacement Cost *

*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 "in-home display" unit is \$ 135.00 (as of 4/1/2013). The number of consecutive months the member has leased the unit will also be considered into the calculation of possible damage charges for said unit. If the member returns the "in-home display" unit in good working order, no additional charges will be accessed.

I have read the information contained herein on the "Prepaid" 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. 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, phone, or other communications media. I also understand that the "Prepaid" program is 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 back from a "Prepaid" account to the traditional account method, will make my account immediately subject to any and all requirements of the traditional account, such as deposits, reconnect fees, payment of debt, or any other charges that may apply.

Furthermore, I hereby confirm that I meet the following eligibility requirements to participate in the Cooperative's Prepaid 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 address requires life-support systems or has documented medical necessities requiring un-interrupted electrical service

Name: _____ Account #: _____

Address: _____ Home Phone: __ (____) _____

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City, St, Zip: _____ Work Phone: __ (____) _____

*e-mail address _____ * Cell Phone with Texting (____) _____

* at least one is required

Member Signature

Date

Mid-Ohio Energy Cooperative, Inc. Representative

Date



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