

PREPAY SERVICE AGREEMENT

Eligibility / Sign-up

MTE offers a prepaid metering option ("Prepay") to any member who has residential electric service, except for: 1) accounts on levelized billing, 2) accounts with loans attached, 3) accounts with service requirements greater than 200 amps, or 4) accounts on the medical necessity ("Life Support") program. To receive Prepay service, an Advanced Meter Infrastructure (AMI) meter will be required. MTE will provide the required AMI meter. All applicable fees, rates and charges (excluding any security deposit requirement) apply to Prepay accounts, including applicable energy charges and member charges.

New Members

Any new member electing to sign up for Prepay service will pay a one-time \$45.00 set-up fee consisting of the following: \$5.00 membership and \$40.00 initiation. (This set-up fee does not apply to existing members enrolling in the Prepay program.) Additionally, an initial minimum energy purchase of \$50.00 will be required to start service.

Existing Members

For existing members, any deposit associated with the account will first be applied to all past and current charges. Any remaining deposit balance will then be applied to the Prepay account as a credit toward future energy purchases. The account must have a minimum of \$50.00 in the account toward future energy purchases at the time of setup. If after the deposit is applied to all past and current charges the member has an unpaid balance, the unpaid balance may be eligible for an arrangement at setup, with the understanding that future payments will be distributed with 50% to unpaid balance and 50% toward future energy purchase.

Billing/Payments

The Prepay account will be calculated on a daily basis. Balances reflect account information as of the previous days' meter reading and all payments currently received.

The member acknowledges and agrees that no monthly billing statements will be mailed. The following options are available for the member to make payments and/or check Prepay balances 24 hours a day: online at www.MTEMC.com, the myMTEMC app (available in Apple and Google Play stores), and via phone at 1-877-777-9020. Members may also make payments and check balances at any local MTE office during normal business hours. Automatic bank draft payments are not available with the Prepay service. However, the member may schedule payments through the methods listed above.

Energy Assistance or other types of assistance will be applied to the prepaid account only upon receipt.

If a returned check or electronic chargeback is received on the account, the amount of the return and a return fee of \$30.00 will be charged to the member's account immediately. If this causes the credit balance to be entirely depleted, service may be disconnected on the same business day.

Notices/Disconnection

The member agrees to allow MTE to notify the member via myMTEMC when the account is below \$25.00; however, maintaining a credit balance on the account, and checking such balances, is the responsibility of the member. Prepay participants do not receive monthly statements. No paper bills or notices will be mailed to the member once enrolled with a Prepay account. A Prepay account will be subject to disconnection any time the account has a zero or negative balance. If payment is made after normal business hours, service will be reconnected at such time that the payment has been fully processed. **Medical conditions and/or inclement weather will not postpone disconnection.**

Termination of Service

A Prepay member may elect to opt out of the Prepay service at any time with the understanding that MTE may require full payment of the account balance and/or a deposit as a condition of continued electric service. The required deposit amount will be based on the member's credit risk pursuant to MTE's Schedule of Rules and Regulations. If the member requests to terminate service, any remaining credit balance will be refunded once all debt has been cleared. The refund will be mailed in the form of a check to a forwarding address. Please allow 2 weeks processing time for reimbursement once the account has been terminated.

Miscellaneous

Except as modified herein, MTE's Schedule of Rules and Regulations apply. The Prepay service program is subject to change, and MTE reserves the right to modify or terminate the program at any time.

I have read and agree to the terms herein.

Member Signature

Date

Member Name: _____

Email Address: _____

Member Number: _____

Account Number: _____