

**NORRIS ELECTRIC COOPERATIVE**  
**PRE-PAY TERMS OF SERVICE**

**Applicability/Availability:** Norris Electric prepaid metering program is available to all single phase, non-demand residential members that have 200 AMP service or less.

**New Members:** New members opting in to prepay metering will be required to complete a membership application if an application is not currently on file. A minimum of \$50.00 for daily usage is required for initial service. Prepaid accounts will be charged our prepay energy rate and monthly facility charge.

**Existing Members:** Existing members opting to convert their account to prepaid will have any existing deposits applied to account balances or to their prepay account. Members must pay in full all pre-existing fees and unbilled energy before an account can be converted from postpaid to prepay. The new prepay account must start with a minimum balance of \$50.00.

**Payments:** Payments can be made by mail or at Norris Electric's office during normal working hours. Payments can also be made 24 hours a day online with credit card, debit card and check at <http://www.norriselectric.com>.

**Bill Viewing and Bill Calculation:** Norris Electric will provide a service so you can view your daily usage, receive notifications, and make a payment as often as you would like or as your budget allows. The prepaid account will be calculated daily with daily adjustments of all charges and fees deducted from the prepaid credit balance.

**Billing:** Prepaid accounts do not receive paper statements. Prepay accounts are not eligible for e-bills. Daily prepaid account history (usage, charges and payments) will be available by phone or via the internet at <https://billpay.norriselectric.com/oscp/>. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your prepaid account(s). All low balance and disconnect notices will be sent in the manner you select for your account. Failure to maintain your notification settings may result in disconnection without further notice. Notifications can be sent via email or text.

**Disconnection and Minimum Payments for Reconnection:** A prepaid account will be subject to automated mechanical disconnection any time your account does not have a credit balance. Any returned checks or other fees on the account will be charged to the members' account immediately. The cooperative has the right to refuse payment by check if the account has had two (2) returned items. If this causes the credit balance to be exhausted, service will be subject to disconnection. To restore service, you must recharge your account to a credit balance. Medical conditions and/or inclement weather will be treated the same as other members.

**Payment Arrangements:** Prepay debt management allows 50% of the payment to be applied to a delinquent bill and 50% applied to the current bill.

**If an account is disconnected and does not become active after seven (7) days,** the account will be considered inactive and Norris Electric will mail a final bill to the last known address on file.

**Termination of Service and Final Billing:** Service terminated at the request of the member will receive a refund of any remaining credit on the account after all final bill amounts have been calculated.

**Conversion of Post-paid Service:** You may elect to convert your account from prepay to post-paid service at any time, although you will be required to pay all account balances and may be subject to required deposits.

**Safety Notice: If disconnected for non-payment, member will be responsible for safety of persons and property when service is re-established by payment. Norris Electric Cooperative will not be liable for any damage or injuries when service is automatically restored.**

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My signature below indicates I have reviewed and agree to the terms of service for prepay accounts.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Member Separator

\_\_\_\_\_  
Cell Phone Number and Cell Provider