

### WFEC Prepaid Service Terms and Conditions

The undersigned (hereinafter called APPLICANT) hereby applies for and agrees to participate in prepaid service from West Florida Electric Cooperative Association, Inc, (hereinafter called WFEC), a corporation, its successors and assigns and APPLICANT and WFEC agree as follows:

1. APPLICANTS electing prepaid service must complete a WFEC membership application and any other forms necessary for electric service as well as provide any required identification.
2. APPLICANT understands that prepaid accounts will not receive a monthly bill statement from WFEC. A final statement or refund will be issued once the account is closed. Each member is solely responsible for maintaining an accurate mailing address with WFEC.
3. Prepaid accounts require a \$50 refundable deposit and a \$5 membership fee. Should a member elect to change from a prepaid account to a postpaid account, an additional deposit and service charge may be required, in addition to any debt owed on the account.
4. An accurate cell phone number or e-mail address must be always provided to WFEC by the member with the prepaid account for WFEC to provide updates about account balances and other energy use information. Failure to do so may result in the inability of WFEC to communicate with the member and may result in an untimely disconnection of electric service. Members are responsible for all data and texting fees applied by their service provider.
5. APPLICANT accepts all responsibility for monitoring and maintaining the amount of purchased power available on the prepaid account.
6. Payments for prepaid service may be made through any of WFEC's current payment options. Please refer to www.westflorida.coop for WFEC's current payment options. Payments may include a transaction fee.
7. APPLICANT understands that the customer facilities charge, any yard light charges, and all applicable taxes are applied to prepaid accounts daily. The charges are applied daily until the account is closed (by either the member or WFEC), even if the account is without power due to an outage or disconnected for non-payment.
8. APPLICANT understands the prepaid account is subject to immediate disconnection for non-payment at any time the account does not have a positive balance. After a prepaid account has been disconnected for seven (7) days, the account may be closed and final billed. Reconnection after the account has been closed may require an additional deposit and/or service charge.
9. At WFEC's discretion, a member that owes an outstanding balance may be able to contract a percentage of the balance. The agreed upon contracted balance will be placed on the prepaid account, and each time a payment is made, 50% will be applied to the balance, and 50% will be applied to the prepaid account, until the time that the debt is satisfied.
10. Prepaid accounts are not eligible for payment arrangements or extensions. Energy assistance payments made by local agencies will be posted to prepaid accounts only after WFEC receives payment from the agency
11. APPLICANT understands that under normal circumstances, the prepaid system will reconnect a disconnected meter within sixty (60) minutes of a payment that causes the account to have a positive balance. It is the member's responsibility to contact WFEC for assistance if reconnection does not occur.
12. APPLICANT agrees that WFEC is not responsible for any damages whatsoever to Applicant's real or personal property or any direct, indirect, special or consequential damages, due to disconnection or reconnection of electric service or anything else whatsoever arising out of this Agreement including, but limited to, damages for personal injury or death.

Applicant Name (printed): \_\_\_\_\_ Account # : \_\_\_\_\_  
 Mobile Number: \_\_\_\_\_ Service Provider: \_\_\_\_\_ Email Address: \_\_\_\_\_

**By signing below, I agree to WFEC's prepaid terms and conditions, and wish to apply for prepaid electric service.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## West Florida Electric



Approved by: \_\_\_\_\_ Date : \_\_\_\_\_