

Name  
Street Address  
City, State, Zip  
Account #:

## Service Agreement

- Members who enroll in **MyPower** must complete, sign and return both a *Cuivre River Membership Application* (if one is not currently on file) and this **MyPower Service Agreement** prior to prepaid activation.
- CREC is providing prepaid service to allow members who enroll to view daily use, receive notifications, and make payments as often as they would like. A minimum payment of \$50.00 establishes a **MyPower** credit balance, and is applied to future energy use. New Cuivre River members are charged a standard \$20 non-refundable setup fee to establish electric service.
- **MyPower** members pay no security deposits. If an established member who has paid a security deposit converts to **MyPower**, deposit funds are used to satisfy the outstanding balance. If more funds remain they are converted to a **MyPower** credit balance. When converting from regular billing to **MyPower**, the cost of (1) the existing account balance, (2) unbilled energy, and (3) minimum \$50 credit balance must be satisfied before activation.
- Members enrolled in **MyPower** do not receive paper bills. Daily account history (energy use, fees, and payments) will be accessible at [www.cuivre.com](http://www.cuivre.com) and by calling 800.392.3709. **Members are solely responsible for monitoring, managing and updating the notification settings on their MyPower account(s) online or by phone.**
- Electric service is subject to immediate disconnection if, at any time, a **MyPower** account lacks a credit balance (*including weekends, holidays, or during severe weather conditions*). **MyPower** accounts are not eligible for payment arrangements. Once disconnected, the account's unpaid balance and applicable fees must be paid before electric service is restored.
- If service is terminated, remaining credits are refunded.
- Both **MyPower** members and CREC have the right to terminate prepaid service at any time. If an account returns to normal billing, a standard credit check and security deposit may be required as a condition of continued service.

I have read and accept the **MyPower Service Agreement** and the **Terms and Conditions**. I acknowledge that I have reviewed a copy of each of these documents. I agree to hold harmless Cuivre River Electric Cooperative, Inc. and its directors, officers, employees and agents from and against any and all losses, liability and damages as a result of my participation in the **MyPower** program. In addition, I also authorize that automated phone recordings and/or text messages can contact any/all phone numbers on my account.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Co-Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

