

Service Agreement

- Members enrolled in **MyPower** do not receive paper bills. Daily account history (energy use, fees, and payments) will be sent through the Alerts system (via text, voice, or email).
- ***Members are solely responsible for monitoring, managing, and updating the notification settings on their MyPower accounts (s) online or by phone.***
- 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 predetermined minimum payment establishes a **MyPower** credit balance and is applied to future energy use. New CREC members are charged a standard 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) a minimum predetermined credit balance must be satisfied before activation.
- Electric service is subject to immediate disconnection if, at any time, a **MyPower** account lacks a credit not eligible for payment arrangements. Once disconnected, the account's unpaid balance and applicable fees must be paid before electric service is restored.
- If electric service is disconnected and remains inactive for a period of five (5) business days, service is terminated. To reactivate as a **MyPower** account, the (1) balance due, (2) reconnect fee, and (3) a credit balance are required. If an account returns to normal billing, (1) a standard credit check, (2) a security deposit, (3) a reconnect fee, and (4) payment of the outstanding balance are due in full to reactivate service.
- 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.

