



My Choice Prepayment Service Agreement

Delta-Montrose Electric Association offers the My Choice prepayment service to provide an additional option for our members to make payments for electric service. With no more due dates, no fees, and no late notices, My Choice puts you in control of your power. My Choice service is available to our members on a volunteer basis.

Why Switch? With My Choice you will enjoy:

- Choosing when to pay for electricity
- Choosing how much to pay at a time
- No late payment fees
- No connect/disconnect fees
- 24/7 reconnect
- Greater awareness of your energy use
- Easy to use notification systems
- Viewing usage at anytime

How it works:

1. When you switch to My Choice, you can transfer up to \$500 of a past due balance.
2. When you make a payment on your My Choice account, a portion of that payment goes toward your past due balance and a portion goes to your future electricity usage.
3. You will receive notification when you have less than approximately five (5) days of electricity remaining.
4. To stay connected, your account must have a credit balance. Your electricity will automatically shut off between 3:00 and 3:30 p.m. Monday – Friday.
5. If you do not have a credit balance on your account and your power goes off, you can restore your service 24/7 using one of our payment options:
 - Use the Smarthub App or website at www.dmea.com
 - Use a DMEA payment kiosk
 - Call 1-877-687-3632 and pay through the automated system
 - Visit our offices during business hours

Member Name:	Account Number:
Cell Phone:	Email:
Service Address:	
Do you OWN or RENT the house at the above listed address? <input type="checkbox"/> Own <input type="checkbox"/> Rent	
<i>Renters Only:</i>	
Landlords Name:	Landlord's Phone:
Landlords Address:	

I agree to the Terms and Conditions for the DMEA My Choice program.

Signature

Date

MY CHOICE PREPAYMENT TERMS & CONDITIONS

Prepayment Service Agreement

If I am an existing member, when I convert from my traditional account to My Choice, up to \$100 of current collection and/or late fees, if any, can be deducted from any outstanding balance on my account. Any additional outstanding balances up to \$500 can be applied to My Choice and paid back through my regular payments. Thirty percent (30%) of each future payment will go toward my past due amount until it is paid off. I understand that a payment is required at the start of this program which will be applied to my future usage and/or outstanding balance.

As a My Choice member, I understand that association fees and a monthly base charge will apply and that my account is subject to all other applicable service fees.

I understand that as a My Choice member I am responsible for making prepayments toward my account to keep a credit balance. I understand that if my service is disconnected for a balance deficit, it will be reconnected only after I make a payment sufficient to bring my account to a credit status. I understand that as a My Choice member I will not be charged normal reconnect, disconnect, or late fees.

I understand that if my account does not have a credit balance, my electrical service will be disconnected between 3:00 and 3:30 p.m. Monday – Friday. To avoid disconnection, I must make a payment on my account by 2:30 p.m. I further understand that medical conditions and/or other extenuating circumstances will not postpone disconnection.

My Choice accounts are not eligible for payment arrangements. Energy assistance is applied when DMEA receives notification from the assisting agency of the benefit amount.

I understand that as a My Choice member, to receive balance updates and other pertinent information from DMEA, I am required to have an active e-mail account or cell phone number that can receive text messages. I understand that it is my responsibility to update my phone number and/or e-mail address to receive balance notifications. I further understand that if I do not keep my information updated (and therefore do not receive balance notifications) and there is a balance due, it will still be disconnected.

I understand that at any time I may elect to convert my prepay account to a traditional account. When converting to a traditional account, the Cooperative will require full payment of any outstanding balance as a condition of continued service.

I understand that I can make payments 24 hours a day, seven days a week at the DMEA payment kiosks, online, through Smarthub, or by phone.

Automatic Remote Reconnect

By signing this agreement, I request that Delta-Montrose Electric Association automatically remote reconnect my power after I have made a payment that brings my account to a credit balance. I understand that the automatic reconnect will occur within 15 minutes of payment.

I understand that, due to the nature of an automatic reconnect, I will need to make sure all electrical appliances (such as ovens or stove burners) are turned off prior to making payment to avoid hazards.

I understand that someone should be at my residence when I am making a payment to ensure that there are no hazards when power is automatically restored. If someone cannot be at my residence when I am making a payment, I agree to return to my residence immediately after making payment to verify that there are no such hazards.

I understand the difference between My Choice Prepay and traditional postpaid service and am voluntarily requesting My Choice Prepay electric service from Delta-Montrose Electric Association AND to automatic remote reconnect.