



DELTA ELECTRIC POWER ASSOCIATION PREPAY SERVICE AGREEMENT

Prepay service is available to all residential members as an option subject to the following provisions:

Eligibility

New and existing residential members qualify for participation. The member must pay all applicable fees prior to commencement of the service. Exiting members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism.

Fees and Charges

Any and all existing fees, rates, and charges, excluding security deposits continue to apply, including existing applicable energy charges and customer charges.

How the Plan Works

A member wishing to enroll in prepay service shall make a request to the Cooperation. The Cooperative will allow enrollment into prepay service if the member meets the eligibility requirements. Once a positive balance has been established the account will be activated. As energy is consumed, the positive balance is reduced until either the balance is exhausted or additional payments are added to the balance. Any account with a current negative balance is subject to immediate disconnection. Participants may elect to receive daily notification of account balance information. Participants must stay on Prepay Service for at least 12 months before converting to Postpaid Service.

Payment

Once an initial positive balance has been established, participants are free to pay as much and as often as they wish, provided the account maintains a positive balance. **However, when making a payment at a local district office, only a minimum \$25.00 payment is acceptable.** Prepaid accounts are not eligible for credit extensions or payment arrangements.

Debt Recovery

A debt recovery mechanism can be utilized to collect any prior balance that may exist when the member applies for prepay. A percentage (DR rate below) will be taken out of each payment and applied to existing debt. There is a debt recovery limit of \$500.00 to recover prior unpaid balances.

Notification

Members may elect to be notified of low balances, daily balance/usage, high usage, pending disconnect, disconnection, and reconnection via mobile phone, email and/or text message. Disconnection of any account will occur when a positive balance is not present regardless of notification. Participants may check daily account balances via the internet at www.deltaepa.com, by visiting a DEPA office, or by calling your local district office. Greenwood 662-453-6352, Winona 662-283-2554, Indianola 662-887-1652 or Cleveland 662-843-5441. Prepay participants will not receive monthly statements.

Disconnection

An account will be subject to immediate disconnection at any time the account does not have a positive balance, excluding weekends, holidays, or during severe weather conditions. A minimum of \$25 will be required before service is reconnected, and a \$5 reconnection fee will be deducted from the payment. If an account is disconnected and does not become active after fourteen (14) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Cancellation

Participants may convert an account to postpaid electric service after 12 months provided the member's account is current and an adequate security deposit is provided. Service terminated at the request of the member will receive a refund of any remaining credit on the account.

MOBILE PHONE NUMBER FOR TEXT MESSAGES

EMAIL ADDRESS FOR MESSAGES

Applicant Name	Account Number	Meter Number
Service Address	City	State Zip Code

Last Billed Date	Last Read Date	Balance to Debt Recovery	DR Rate %	Additional Items (i.e., Security Lights)
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ALERTS

ALERT OPTIONS:	HIGH USAGE THRESHOLD		LOW BALANCE THRESHOLD	
	TEXT	E-MAIL	TEXT	E-MAIL
ACCOUNT PROFILE CHANGE	_____	_____	_____	_____
RETURNED CHECK ALERT	_____	_____	_____	_____
PAYMENT CONFIRMATION	_____	_____	_____	_____
SERVICE CONNECTED	_____	_____	_____	_____
SERVICE DISCONNECTED	_____	_____	_____	_____
SERVICE RECONNECTED	_____	_____	_____	_____
LOW BALANCE THRESHOLD REACHED \$ _____	_____	_____	_____	_____
BALANCE AND USAGE ALERT	_____	_____	_____	_____
HIGH USAGE ALERT – DAILY WHEN REACHES \$ _____	_____	_____	_____	_____
PENDING AUTO DISCONNECT ALERT	_____	_____	_____	_____
ENERGY USAGE ALERT	_____	_____	_____	_____
DEBT MANAGEMENT AND PREPAID BALANCE ALERT	_____	_____	_____	_____

DATE ENTERED
DEPA INITIALS

APPLICANT SIGNATURE	DATE
DEPA REPRESENTATIVE	DATE