



**West River Electric  
Association, Inc.**

A Touchstone Energy® Partner 

Account # \_\_\_\_\_

## Prepaid Service Agreement

As a prepaid member, the normal security deposit is not required to receive electric service. If I am an existing customer, I understand that when my account is converted to prepay, my existing deposit, if any, is applied toward any outstanding balance with any remaining credit applied to my prepaid service. Any fees and unbilled usage will be calculated and added to any unpaid amounts.

If there are any unpaid balances at the time my account is converted to prepay I understand that 50% of the payment made to the account will go towards paying the unpaid balance, with the remaining 50% applied to the prepaid service. Once this balance is paid, 100% of the payments will go toward future electrical usage. I understand that I am not able to be signed up for automatic payment programs with West River Electric.

I understand that my electric service will be subject to immediate disconnection any time my account does not have a credit balance. Disconnections will follow our normal inclement weather rules. I understand that medical conditions will not postpone disconnection. Prepaid accounts are not eligible for payment arrangements and are not subject to normal collection fees. Energy assistance will be credited to my account once payment is received from the source of the assistance. The prepaid balance may fluctuate slightly after it goes through billing each month.

Prepaid members will be notified by e-mail or automated phone call if their credit balance reaches \$25.00 (notification minimum). Payments may be remitted 24 hours a day by using an automated payment over the phone or online. Payments can also be made by calling or stopping in the Rapid City or Wall office during normal business hours. The prepaid process to calculate the balances and determine disconnect status will run Monday through Friday at 10:30 am. We will not do any calculations on weekends, holidays, or days the office is closed.

If a cash payment is needed after hours, I understand I will need to go purchase a temporary credit or gift card to apply the payment to my account to reconnect my service. The payment can be made on-line at [www.westriver.coop](http://www.westriver.coop) or by phone at 605-791-6555. No West River personnel will be called out after hours to reconnect the service.

A prepaid account will not build any credit history. I understand that at any time, I may elect to convert my account to a post-paid service. At which time, the Cooperative may require full payment of the deposit as a condition of continued service per policy 20-1 "Billing Policy".

If we cannot disconnect due to adverse weather conditions, such as extreme cold, the member remains fully responsible for all electricity usage and associated charges incurred during this period. While we adhere to a weather-related disconnect policy, this does not exempt members from their financial obligations under this agreement. Any unpaid balance will remain due and payable, and service continuation during such periods does not constitute a waiver of the owed amount. By entering into this agreement, the member acknowledges and accepts responsibility for all charges incurred, regardless of weather-related circumstances that may delay disconnection.

Service terminated at the request of the consumer will receive a refund of any remaining credit on the account. If the service is turned off due to a credit deficit and remains off for 15 days, the account will be closed. I understand that if I abuse the prepaid metering program I may be dropped from the program.

Applicant agrees that WREA may contact applicant by phone, text or e-mail regarding all matters that pertain to my prepaid account.

I understand the difference between a prepaid and post-paid service, and I am requesting to establish a prepaid electric service from West River Electric Cooperative Association, Inc.

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

Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Do you  Own or  Rent your home? If you rent who is your landlord? \_\_\_\_\_  
(Please Print)