

# EnergyAdvantage

## Program Information, Terms and Conditions

The EnergyAdvantage program allows members to monitor their electric usage, manage their account and purchase electricity on a “pay-as-you-go” basis. Members may view their daily usage and monitor their account balance on-line at [www.energyunited.com](http://www.energyunited.com). To ensure easy, efficient account management, members may elect to receive phone calls, text messages, or e-mail alerts concerning their account credit balance. The EnergyAdvantage program allows members to purchase electricity when they want and in the amount they choose.

Enrollment in the EnergyAdvantage is voluntary and is available for all residential service class locations and small general service class locations supporting the residence (i.e. detached garage, well pump, fence, etc.). Locations must be supported by EnergyUnited’s Advanced Metering Infrastructure (AMI) technology.

To participate in the EnergyAdvantage program you must sign the attached agreement and accept the following terms & conditions.

EnergyAdvantage electric service is charged in accordance with EnergyUnited’s applicable residential and small general service rates.

The EnergyAdvantage program participation can be an option in lieu of paying a required security deposit. To enroll in the program, applicants must initially pay a minimum credit balance and any applicable fees.

Members enrolled in the EnergyAdvantage program may elect to convert to conventional billing at any time. In that event, EnergyUnited will require payment of any applicable deposit amount, unbilled charges, and associated fees to activate conventional billing. The account can be re-enrolled in the EnergyAdvantage program after a 6 month waiting period.

With the EnergyAdvantage program, it is the member’s responsibility to monitor and manage their account. EnergyUnited offers two fast and easy options to obtain account information 24/7 by calling our automated account information system at 1-800-636-2371 or on-line at [www.energyunited.com](http://www.energyunited.com).

EnergyUnited offers several convenient payment options and payments are credited upon receipt. Depending on the method chosen, some payments may take up to 10 days to credit to your account. Members enrolled in the EnergyAdvantage program should carefully consider the payment options to avoid service interruptions. A Payment options are listed below:

Phone (via electronic check, debit or credit card), mail (PO Box 1831, Statesville, NC 28687), after-hours deposit facility, Kiosk, authorized payment agent, on-line banking, or the EnergyUnited website.

The EnergyAdvantage account will be automatically enrolled in e-billing and the monthly statement of account will be delivered electronically to the email address provided. To opt out of e-billing and receive a monthly billing statement of account via mail, check the appropriate box on the attached agreement. EnergyAdvantage accounts are subject to a monthly service fee of \$10 which will be charged daily on a prorated basis.

Electric use is determined and associated charges are calculated on a daily basis. Applicable monthly charges such as the Basic Facilities Fee, Renewable Energy Mandate, Security Light charges, Wholesale Power Cost Adjustments and other product and services will be charged daily on a prorated basis. Roundup Contributions to the EnergyUnited Foundation are not prorated and will be added on a monthly basis.

EnergyAdvantage electric service use, applicable charges, and credits are posted daily to the account. Daily postings are reconciled to the account each month. EnergyAdvantage accounts will receive a monthly statement of account which will be delivered via e-billing notification. If the member prefers, a mailed statement of account is available.

EnergyAdvantage accounts are not eligible for payment time extensions, agency commitments, energy assistance pledges, etc. Commitments are applied to the account upon receipt of the payment. EnergyAdvantage accounts designated as Special Needs or enrolled in the Cold Weather Moratorium will be handled in accordance with EnergyUnited’s Service Rules and Regulations.

If a final balance goes unpaid it will transfer to the active account after the due date of the collection letter.

EnergyAdvantage accounts will be subject to immediate disconnection of electric service if at any time, the account does not have a credit balance, excluding weekends, holidays and during inclement weather.

If a returned check or credit card charge-back is received on an EnergyAdvantage account, it will not be deposited a second time for payment. The amount of the return as well as the returned item fee will be charged back to the account immediately. If the return/charge-back results in a non-credit account balance, the service may be disconnected immediately without notice. Upon the 3rd return/charge-back in a 12 month period, EnergyUnited may refuse to further accept payment by credit card, debit card, check, or electronic check.

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In the event electric service is disconnected and subsequent to reconnection, payment must be made for any unpaid charges that may have accrued to date; a \$25.00 reconnection fee, as well as payment to establish a minimum credit balance of \$50.00. Once all applicable fees and charges are paid, it is the member's responsibility to contact EnergyUnited to reestablish electric service. Reconnection is not immediate and may take several hours to reestablish electric service.

Electric service is connected, disconnected and reconnected electronically - EnergyUnited accepts no liability for damages that may occur as a result. Turn off all appliances, lights, and electronics to avoid potential damage as the electric service is connected or reestablished

If the EnergyAdvantage account is disconnected and is not reconnected within 7 days, the account will be considered inactive and a final statement of unbilled charges will be sent and it is the member's responsibility to pay in full.

Disconnect by request or for reasons of non-payment does not release the member from their obligation to pay any unpaid charges on their account.

Members enrolled in the EnergyAdvantage program are solely responsible for managing their account, maintaining a credit balance, and ensuring the alert notification methods are accurate. If the alert information is not correct, important notifications may not be received. It is recommended that members select and maintain more than one means of notification. Options may include email, phone, and text. Outbound call or text message will include notification that may include personal account information (i.e. disconnection date, account number, name, etc.) Participants may choose the methods of communication on the attached agreement.

Participants will receive a confirmation message within two days of establishing service. If a confirmation message is not received, it is the participant's responsibility to contact EnergyUnited to verify the accuracy of the information provided for the selected notification method.

Alert notifications may occur 7 days per week, including holidays and weekends.

It is important that EnergyUnited has the correct phone number on-file for your account. Phone numbers are used to quickly access account information, report outages via our automated system, notify our members of planned outages, or provide important information concerning your account. By providing your phone number, you agree that EnergyUnited may contact you at the number provided either by telephone or via our automated outbound messaging system.

Please note: if you have entered a cell phone number or another number that you later convert to a cell phone number, you agree to receive calls via phone our automated outbound messaging system, and text messages. Normal cell phone and text messaging charges may apply. You may opt out at any time by contacting Customer Care at 800.522.3793.

It is the participant's responsibility and choice to communicate EnergyAdvantage program details to others in the residence. The member understands that inclement weather conditions and/or the medical and health conditions of any person, excluding those that are designated as Special Needs or enrolled in the Cold Weather Moratorium, residing where the electric service is furnished by the Cooperative, will not postpone disconnection of electric service at any time the account does not have a credit balance under the EnergyAdvantage program

EnergyUnited reserves the right to modify the Service Rules and Regulations at any time without prior notification. The current EnergyUnited Service Rules and Regulations can be viewed online.

In consideration for participation in the EnergyAdvantage program, you waive, discharge, and covenant not to sue and to hold harmless the EnergyUnited Electric Cooperative and its officers, agents, servants, and employees from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to the disconnection of electricity in the event of and in response to a non-credit balance in my EnergyAdvantage account. I expressly and unconditionally agree that, due to the nature of the EnergyAdvantage program, I am not entitled to any advance notice before my electric service can be disconnected once my EnergyAdvantage account reaches a non-credit balance. I further understand that it is my sole responsibility to maintain a credit account balance and to keep my account information, including but not limited to, phone number, cell phone number and e-mail address current with EnergyUnited.