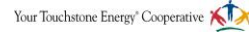




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www.hotec.coop



Prepaid Metering Electric Service Agreement

This Prepaid Metering Agreement is made and entered into between member and Heart of Texas Electric Cooperative (HOTEC) and is also governed by HOTEC's Tariff for Electric Service (tariff). Prepaid metering is a pay as you go plan. By accepting the prepaid program, the member agrees to the terms and conditions as stated herein.

- Under this agreement, the normal security deposit is not required and the member will not be subject to normal collection or delinquent fees. All other applicable rates and miscellaneous charges will apply.
Members must establish a minimum credit balance of \$30.00 prior to meter activation.
Current members with a post-paid account: When converting to prepay metering, existing deposits (if applicable) will be applied toward any outstanding balance of the member, with the remaining credit (if applicable) applied to the prepaid metering account. Members may authorize the Cooperative to transfer any balance owed from the postpaid account to the prepaid account and fifty percent (50%) of any payments made on the prepaid account shall be applied to the outstanding balance in the debt recovery plan until said balance is paid in full.
Inactive members with unpaid balances may enter into a debt recovery plan with prepaid service. Fifty (50%) of any payments made on the prepaid metering account shall be applied to the outstanding balance in the debt recovery plan until said balance is paid in full.
Prepaid metering accounts do not receive monthly paper statements (bills). Daily account history will be available for review via the Internet at www.hotec.coop and through HOTEC's automated phone system. The website will also allow the member to modify notification settings. The member is solely responsible for managing and updating the notification settings and contact information on their prepaid account(s)
At any time, the balance reaches \$0.00, the account will be subject to immediate disconnection without any written notification from the cooperative regardless of weather conditions, date, weekends and holidays. The member will be required to establish a minimum of \$30.00 credit balance on the prepaid metering account plus any unpaid balance that was due at the time of disconnection before service will be reconnected.
Any returned payments received on the account will be charged to the prepaid account immediately. If this causes the credit balance on the account to be exhausted, service will be subject to immediate disconnection.
Prepaid accounts are not eligible for payment arrangements.
Energy assistance pledges will not be applied until the payment is received.
Critical Care Accounts are not eligible for prepaid program. The medical and health conditions of any person located at the address of the prepaid account will not postpone disconnection of electric service.
If an account is disconnected and is not reactivated within fourteen (14) days, the account will be considered inactive and the Cooperative will mail a final bill (if applicable) to the last known address on file.
Any credit balance that exists on the account at the time the account is closed shall be refunded via mail.
Members may elect to convert prepaid service to postpaid service. At that time, the Cooperative will require full payment of a deposit (if applicable) and any unpaid amount in debt recovery as a condition of continued service.
The Cooperative will read the meter daily to determine the number of kilowatt-hours (kwh) used since the previous day's reading. The Cooperative will then calculate the dollar amount due for that usage and that dollar amount will be deducted from the available credit balance in the prepaid account. If the daily meter reading is not attainable due to communication or equipment failure, estimated usage will be calculated using industry standards.
Payments can be made during regular office hours at the main or district office in person. Also, payments can be made 24 hours a day by using the Cooperative automated phone system or via internet at www.hotec.coop. A minimum payment of 20.00 is required.

THE MEMBER WAIVES ALL CLAIMS OR CAUSES OF ACTION AGAINST HOTEC AND HEREBY AGREES THAT HOTEC WILL NOT BE HELD RESPONSIBLE FOR ANY DIRECT OR INDIRECT DAMAGE TO PROPERTY AND/OR CONSEQUENCES, INJURY TO PERSONS (INCLUDING DEATH) FOR ANY FAILURE BY THE MEMBER TO MAKE TIMELY PURCHASES OF ELECTRICITY TO MAINTAIN A CREDIT BALANCE IN THE ACCOUNT IN ORDER TO MAINTAIN UNINTERRUPTED ELECTRIC SERVICE. THIS AGREEMENT COMPLETELY RELEASES HOTEC FROM ANY DAMAGES RELATED TO SERVICE INTERRUPTION.

I understand and agree that it is my responsibility to make sure that I maintain a credit balance for uninterrupted service. In order for me to receive the necessary system alerts to avoid an interruption of service, I must provide HOTEC with current phone numbers.

Method of Notification (check all that apply): () Email () Phone () Text

Phone number used for phone messages: _____

Phone number used for text messages: _____

Email address used for notifications: _____

My signature below indicates that I have carefully read and understand the terms within the Prepaid Metering-Electric Service Agreement.

Signature of Member

Date