




Your Touchstone Energy® Cooperative 

Prepaid Billing Program Terms and Conditions

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TERMS AND CONDITIONS FOR PARTICIPATION IN PREPAID BILLING PROGRAM

1. To be eligible for a Prepaid Billing account (the "prepaid account"), a person must be a member of the Jackson Electric Cooperative (the "Cooperative"), and the Cooperative must have already approved the person's Application for Electric Service.
2. A member account enrolling in the Prepaid Billing Program is required to remain on the program for a minimum duration of 12 consecutive months. If the member moves to another Jackson Electric service location within the 12-month period, the new account will be enrolled in prepaid billing for the remainder of the enrollment period.
3. Member accounts that are deemed seasonal or commercial by the Cooperative are not eligible to participate in the Prepaid Billing Program. Locations that don't report daily meter reads are also ineligible.
4. No prepaid account may be held by a member who requires life-sustaining equipment that may be impacted by loss of electric service. By signing this agreement, the member affirms there are no residents in the home that have medical conditions requiring life-sustaining equipment that may be impacted by loss of electric service. Should this status change, it is the member's responsibility to contact the Cooperative in writing and inform the Cooperative of the change, at which time the prepaid account will be closed.
5. Prior to a member's prepaid account being activated, all other accounts the member has with the Cooperative must have a minimum of 50% of the total accounts receivable balance paid, and 100% of the month-to-date usage balance paid. Any prior balance or outstanding amount not paid will be subject to a prepaid arrangement with the Cooperative. A Cooperative representative will provide the total initial payment due for prepaid account activation to occur and beginning prepaid arrangement amount, if applicable.
6. For a member's prepaid account to be activated, the member must have a minimum \$25 credit balance on their account. Unpaid final bill(s) for other location(s) will be transferred to this account. The minimum payment for any prepaid transaction is \$5.
7. Members are responsible for the timely purchase of power from the Cooperative and are responsible for maintaining a prepaid account balance sufficient to cover any energy usage. Prepaid account funds will be applied first to any outstanding prepaid arrangement, then to any outstanding balance attributable to the member's electric service. If a prepaid account has a prepaid arrangement present, the member agrees to have the Cooperative apply 50% of the payment to the prepaid arrangement and 50% to current and future usage.
8. If the member is eligible for Energy Assistance payments through the State of Wisconsin, any Energy Assistance payments will be posted to the member's prepaid account when received by the Cooperative. If the member has a prepaid arrangement, the Energy Assistance payment will first be applied to the prepaid arrangement (past usage). Any remaining funds will then be applied towards current and future usage.
9. Unless requested, prepaid account members will not receive a paper monthly statement in the mail. Prepaid account holding members will have access to the monthly statement through SmartHub.
10. The Cooperative's Electric service to the member will be subject to disconnection any time a prepaid account balance is insufficient to pay for outstanding charges, fees, or invoices, regardless of whether prepaid account alerts are undelivered. It is the sole responsibility of the member to (1) maintain their prepaid account and ensure it has sufficient funds to pay for the Cooperative's services, and (2) maintain up to date contact information with the Cooperative. Weather conditions will not postpone disconnection of service, and disconnection of service will remain at the discretion of the Cooperative.
11. The prepaid account must be enrolled and registered in SmartHub.
12. The member of the prepaid account understands that should the service be disconnected upon reaching a zero (\$0) balance, reconnection of service may take up to two hours after payment has been posted to the prepaid account. Once disconnected, the account must have a minimum \$25 credit balance before reconnection will occur.

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13. Service will be reconnected only after funds have been received and posted to the prepaid account. The Cooperative does not guarantee same day reconnection on disconnected accounts. For any reason a reconnect cannot occur remotely, the prepaid account may be subject to a field visit fee.
14. Any fees associated with non-sufficient funds checks, electronic fund transfers, or returned credit card payments will be applied to the prepaid account.
15. In the event service is disconnected, the prepaid account will be closed the next billing cycle after disconnection, and a final bill, including any incurred fees related to prepaid account closure or service disconnect, will be mailed to the member at the address on file with the Cooperative.
16. Prepaid accounts are not eligible for a payment arrangement with the Cooperative. This is different from a prepaid arrangement. Payment arrangements are also known as a "promise to pay."
17. Information about a member's prepaid account will not be released to a landlord and/or tenant without a signed Release of Information Form by the member of record.
18. When service is terminated at the member's request, a final bill will be provided, and a refund of any credit balance on the prepaid account will be paid to the member. If the prepaid account balance is insufficient to pay the final bill, the member will be responsible for any amount owed.
19. If a member requests to close their prepaid account, or if a member's prepaid account is closed by the Cooperative, the member authorizes the Cooperative to conduct a credit check to determine the security deposit needed for the prepaid account to be closed and reverted to traditional monthly billing.
20. The Cooperative, its directors, officers, employees, agents, and representatives shall be held harmless from any claims, disputes, actions, damages or liabilities due to loss of electric service because of participation in the Prepaid Billing Program.
21. The Cooperative reserves the right to remove any member from the Prepaid Billing Program at any time, without consent or notification, and to modify or end the Prepaid Billing Program at any time.
22. Any unauthorized tampering with any Cooperative equipment will result in one or more of the following:
 - Immediate prepaid account closure
 - Disconnection of electric service
 - The addition of all applicable fees and charges to the prepaid account
 - Possible legal action

Payment to a prepaid account can be made online at jackelec.com, by automated phone system at 833.679.0919, or at the Jackson Electric Cooperative office. Mailed payments are not recommended due to the time sensitivity of this program. A registered SmartHub account provides the ability to monitor the prepaid account balance and estimated days of service remaining.