

## Heartland REC – Prepaid Service Election Form

### About your Prepaid Electric Service

- Payment for electric service is made in advance.
- No deposit is required.
- Monthly billing statements will not be sent. Account balances can be found 24/7 online at [www.heartland-rec.com](http://www.heartland-rec.com) or by calling our automated system at (888)999-5517. Billing statements can be printed online.
- The same electric rates apply as with a traditionally billed account.
- Immediate disconnection will occur when the account balance falls below zero. Service Availability and any other flat charges will continue to accrue. Disconnection does not excuse you from owing any balance on your account. No disconnections on weekends or holidays. Disconnections will occur around 11:00am on weekdays. Payments made online or by automated phone system will result in immediate, automated reconnection, even after hours. Payment must be sufficient to bring account back to a credit balance in order to prompt reconnection. Payment may also be made at one of our offices during office hours.
- No late penalties, collection charges, or cutoff charges will be applied.
- Checks that are returned for insufficient funds will be removed from your account and you will be disconnected if your account balance has gone negative. Returned check charges will be charged to your account.
- Switching back to a traditionally billed account can be done at any time. However, a deposit may be required depending on pay history with Heartland REC and/or credit report.

**Pay Remotely:** 24 hours a day, 7 days a week

**Online:** at [www.heartland-rec.com](http://www.heartland-rec.com) or our SmartHub app on a smart phone using Debit/Credit Card or Checking Account information

**By Phone** through automated system: at (888) 999-5517 using Debit/Credit or Checking Account information

**Pay in Person:** 8:00am – 5:00pm, Monday-Friday

110 N. Enterprise Drive

102 E. 1<sup>st</sup>

110 S.6<sup>th</sup>

Girard, KS 66743

Gas, KS 66742

Mound City, KS 66056

Payments may also be placed in night drop boxes at these locations. However, reconnection will not take place until 9:00am on the next business day.

**Mail Payments:** allow 5-7 days for mail service

PO Box 40, Girard, KS 66743

### Low Balance Notifications:

Notifications will be sent when we estimate that you have less than 5 days remaining. They can be received by email or text message. To receive notifications, go to our website at [www.heartland-rec.com](http://www.heartland-rec.com) and click on the SmartHub icon. Once you have registered your account in SmartHub, click on the Notifications tab and sign up for the Prepaid Minimum Notification.

**Notifications are a courtesy. We cannot guarantee their receipt. Failure to receive a low balance notification will not prevent disconnection.**

I understand and agree that it is my responsibility to make sure I maintain a credit balance for uninterrupted service. In order for me to receive the necessary notifications to avoid disconnection of service, I must provide Heartland REC with current contact information. We retain the right to alter program procedures at any time. Service will be rendered under Heartland's Rules and Regulations as they currently exist at the Cooperative and as may be amended from time to time by the Board of Directors.

Name: \_\_\_\_\_ Account # \_\_\_\_\_

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

Heartland REC Representative:

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