



1207 Indianapolis Avenue
P.O. Box 563
Lebanon, IN 46052

Boone Power Prepaid Billing Program

Notice of Terms and Conditions

Agreement Summary: This notice establishes the terms and conditions for participation in the Boone Power Prepaid Billing Program. By enrolling, the Member acknowledges and agrees to the terms below.

Program Terms and Conditions

1. Eligibility

Participation in the Program is subject to Boone Power approval. Certain account conditions may make an account ineligible for Prepaid Billing, including metering limitations, active budget billing arrangements, automatic payment plans, or other account conditions that must be resolved prior to enrollment.

2. Initial Funding Requirement

To enroll in the Program, the account must have a minimum credit balance of \$30.00 at the time of enrollment. Boone Power may apply existing deposits, credits, or payments toward this requirement where applicable.

3. Prepaid Billing Operation

Under the Program, electric service charges, applicable taxes, fees, and adjustments will be deducted from the account balance as they are incurred. Members are responsible for maintaining a positive account balance sufficient to cover ongoing electric service.

4. Account Monitoring Responsibility

The Member is responsible for monitoring the account balance and ensuring sufficient funds are available to maintain electric service. Boone Power provides members account balance monitoring with the SmartHub application. Boone Power may provide courtesy notifications; however, failure to receive a notification does not relieve the Member of this responsibility.

5. Low Balance Notifications

Boone Power may issue low balance notifications when the account balance falls below \$15.00. Notification methods may include text message, email, phone call, mobile application alerts, online account services, or other available communication methods.

6. Service Disconnection

Electric service is subject to disconnection when the prepaid account balance reaches \$0.00 or less. The Member understands that disconnection may occur without additional written notice and may occur automatically through remote metering technology where available.

7. Service Reconnection

If service is disconnected due to insufficient funds, service will not be restored until payment has been received to bring the account balance to at least \$30.00. Reconnection times may vary based on system conditions, communication availability, and equipment capabilities.

8. Payments

Payments may be made through Boone Power approved payment channels, including online, telephone, office, retail cash payment locations, or other authorized payment methods. Payments are not considered received until posted to the Member account.

9. Returned Payments and Fees

Any returned payment fees, bank fees, service fees, or other charges assessed to the account must be satisfied before funds are applied toward maintaining a positive prepaid balance.

10. Medical Necessity

Participation in the Program is voluntary. Members are responsible for evaluating whether interruption of electric service could create a health or safety concern for occupants of the premises. If circumstances change, the Member should contact Boone Power to discuss available service options.

11. Contact Information

Members must maintain current contact information with Boone Power, including telephone numbers, email addresses, and mailing addresses. Failure to maintain accurate contact information may prevent delivery of notifications.

12. Limitation of Liability

Boone Power shall not be responsible for damages, losses, spoilage, inconvenience, or expenses arising from the interruption, disconnection, restoration, or reconnection of electric service associated with participation in the Program, except as required by applicable law.

13. Program Changes

Boone Power reserves the right to modify, suspend, or discontinue the Program at any time and may remove any account from the Program when deemed necessary for operational, regulatory, billing, or service reasons.

Member Acceptance

- The Member has read and understands these Terms and Conditions.
- The Member understands that electric service may be disconnected when the prepaid balance reaches \$0.00 or less.
- The Member agrees to maintain the minimum balance required for enrollment and reconnection.
- The Member understands that courtesy notifications may not always be received.
- The Member accepts responsibility for monitoring the account balance.
- The Member accepts the conditions required by membership outlined in the bylaws of Boone Power (formerly Boone REMC).
- Participation in Prepaid Billing is voluntary and optional.
- By remaining enrolled in this program, Member acknowledges and accepts these terms and conditions.