

Appendix A

SmartPay Billing Agreement

1. I understand that participation in SMPA's SmartPay Billing is voluntary.
2. Before I may enroll in SmartPay Billing, I must have a completed a membership application on file and complete this SmartPay Billing Agreement.
3. I agree to enroll in SmartHub (requires valid email) and receive, at a minimum, SmartPay Billing notifications through email and/or text. *Smarthub is SMPA's online and mobile app where you can manage your electric account, make payments, and monitor balances and usage.*
4. It is my responsibility to keep my contact information up-to-date in order to receive balance notifications from SMPA. I understand that failure to receive a balance notification will not stop the SmartPay disconnect process.
5. To get started with SmartPay Billing, I must have an initial minimum credit balance of \$25 on my account. After that, the minimum reconnect credit balance will be \$10.
6. In the case where I have already paid a security deposit on my account, the deposit and any accrued interest may be applied towards my initial SmartPay credit balance when I convert to SmartPay Billing.
7. If I wish to switch an existing account to SmartPay, I am responsible for the outstanding balance as well as the initial minimum credit balance. At the discretion of SMPA, I may be eligible for a one-time payment arrangement for the amount I owe, up to \$500. Under such a payment arrangement, 40% of any future payment I make towards my account will be applied to the outstanding balance until the balance is paid off. The other 60% of each payment will be applied to my SmartPay credit balance. My account may be eligible for additional payment arrangements at the sole discretion of SMPA.
8. I may make payments to my SmartPay Billing account 24 hours a day, seven (7) days per week through SMPA's pay by phone system, online through SmartHub or PayNow, or through the mobile SmartHub app. I may also make payments at either of SMPA's office locations or by mail.
9. The minimum single payment I am allowed to make to my SmartPay account is \$5.00.
10. I understand that I am responsible for monitoring my SmartPay balance and maintaining a credit balance in order to continue service. My electric service will be subject to immediate disconnection any time my account's credit balance is depleted. Weather conditions will not postpone disconnection of service
11. I understand that my account will "true-up" monthly, accounting for any usage estimates that may have occurred.
12. I will automatically be signed up for paperless billing when I enroll in SmartPay Billing. Monthly electronic billing statements will be available to me through SmartHub.
13. I affirm that there are no occupants in the home that have medical conditions requiring life-sustaining equipment that will be impacted by loss of electric service. Should this status change, it is my responsibility to contact SMPA in writing and my account will be removed from SmartPay Billing.
14. Payment Assistance: Energy assistance payments, such as LEAP or EOC, will not be posted to my SmartPay Billing account until those funds have been received by SMPA from the energy assistance agency.
15. Any non-sufficient funds check or returned credit/debit card payments and associated fees will be applied to my account immediately and may result in disconnection of my service without further notice.

16. I will be responsible for paying any applicable connect fees, NSF fees or other fees as spelled out in SMPA's General Rules and Regulations; however, my SmartPay Billing account is not subject to reconnect fees, late fees or a security deposit.
17. I may request to terminate SmartPay Billing and begin monthly billing, but I may not resume SmartPay Billing for 12 months after that. At the sole discretion of SMPA, I may be eligible to resume SmartPay billing before 12 months. Resuming monthly billing means I will need to pay applicable reconnect fee and security deposit as described in SMPA's General Rules and Regulations.
18. Upon termination of my electric service account, I will be refunded any credit balance. If I do not have a credit balance upon termination, I understand that I am responsible for paying the final balance due.
19. If my account is shut off for more than 10 days, my account will be final billed and considered inactive. I will be responsible for any amount owed by the due date specified on the final bill. Once my account has become inactive I will have to pay the connect fee, as listed in the General Rules and Regulations, to make my account active again.
20. I understand that my account will not be eligible for SmartPay Billing under the following situations:
 - a. If my account is on or is moved to the demand rate billing.
 - b. If my account is on Autopay, Budget Billing, net meter billing.
 - c. If a remote meter cannot be installed, as determined by SMPA, at my service location.
 - d. If I have opted out of SMPA's AMI metering program.
 - e. If my account is participating in a community solar program other than IQ Solar.
 - f. If there is an owners account tied to my account through a landlord agreement.
21. I agree to hold SMPA, its directors, officers, employees, agents and representatives harmless from any claims, disputes, actions, damages, legal fees, or liabilities due to loss of electric service, or reconnection of electric service, as a result of my participation in SmartPay Billing.
22. I understand that SMPA reserves the right to modify or end this program at any time.
23. I may find a list of Frequently Asked Questions about SmartPay at www.smpa.com.

I understand, acknowledge and agree to the terms and conditions required to enroll in SmartPay Billing with SMPA.

Signature _____ Date _____

Name (please print) _____

Service Address _____