



Take control of your home energy bill
with three easy steps.

1 ENROLL

It's up to you! Participation in PowerUp PrePay is completely voluntary.

Become a customer at Hermiston Energy Services. Then simply fill out the agreement on the back of this form and load a minimum of \$25 to your account.

2 TRACK

Keep track of your daily usage, receive alerts and make payments through SmartHub.

Register for SmartHub to view your daily usage, setup account alerts and make payments. Account balance notifications are available by email and text. Visit www.HermistonEnergy.smarthub.coop. **PowerUp customers MUST subscribe to receive one or more notifications to stay aware of balance and usage levels.**

3 PAY

PowerUp customers do not receive paper statements (bills) and there are no late fees or disconnection charges.

Pay 24 hours a day by debit/credit card or e-check at the following locations:

- www.hermiston.or.us/energy-services/bill-pay
- SmartHub Mobile App
- Automated Phone 888-678-1992
- Payment Kiosk at the Hermiston and Boardman office locations

All payment types, including cash, can be made at the following locations:

- Payment Kiosk at the Hermiston or Boardman office locations (24 hours a day)
- Customer Service at Umatilla Electric Offices: Monday-Thursday, 7:30am - 6:00pm
- Hermiston City Hall: Monday - Friday, 8:00am - 5:00pm
- MoneyGram retail locations, including Wal-Mart

For questions or to sign-up, visit us at:

HERMISTON OFFICE
750 W. Elm Ave.
Hermiston, OR 97838
(541) 567-6414

BOARDMAN OFFICE
400 N.E. Eldridge Drive
Boardman, OR 97818
(541) 481-2220

HERMISTON CITY HALL
180 NE 2nd St,
Hermiston, OR 97838
(541) 289-2000

NO DEPOSIT REQUIRED. Load a minimum of \$25 on your PowerUp account to get started. Previously paid deposits will be applied (after paying off any outstanding balance) to your new PowerUp PrePay account. If there is still a balance owed after applying the deposit, a payment plan is available.

YOU ARE IN CONTROL. PowerUp PrePay is a customer managed program. Alerts will help you keep track of your account balance. Make payments when and how it fits your budget. Download the SmartHub App for an easy way to monitor your energy usage and make payments.

MONITOR YOUR ACCOUNT CLOSELY. Keep a credit balance available for future energy purchases. Your electric service will be remotely disconnected once your account balance reaches zero.

PowerUp PrePay Program Agreement



TERMS AND CONDITIONS

All residential customers who voluntarily elect to participate in the PowerUp PrePay Program remain subject to all HES bylaws, policies and customer requirements not superseded by the program. Existing residential rates apply. This program may be utilized by customer's that have residential, single phase, 220V metering platforms.

Customer must agree to indemnify, defend and hold HES and its directors, officers, employees, contractors and agents, harmless from any and all liability including personal injury, death, property damage, and loss of business or profits stemming from participation in the PowerUp PrePay Program, including failure of the customer to make timely payments in order to maintain uninterrupted electrical service, and disconnection of electric service.

DEPOSITS AND CREDITS

PowerUp accounts are not subject to a deposit. Upon enrollment in PowerUp, deposits on existing accounts will be applied to any outstanding balance due. If a credit of \$25.00 or greater remains on the account, the amount may be credited to the PowerUp account or refunded via check, subject to the Utilities check minimum.

If a balance owing remains on the account after the service deposit is applied, the customer may make payment arrangements up to \$500.00. The arrangement will apply 50 percent of payments toward the PowerUp credit balance and 50 percent toward the balance owing until it is satisfied.

If a PowerUp Customer requests to convert the account to a traditional or budget billed account, a deposit may be required.

NOTIFICATIONS

Customer's shall provide and maintain with the Utility accurate and current contact information for the delivery of notifications.

Customer acknowledges and agrees that the delivery and receipt of notifications is not guaranteed, and any third party fees, charges or costs associated with receiving the notifications are the responsibility of the customer.

DISCONNECTION / RECONNECTION

Customer acknowledges and agrees that by voluntarily participating in the PowerUp program they will stay aware of balance and usage alerts and maintain a credit balance for purchase of electrical service.

Electric service will be subject to immediate disconnection any time the account does not have a credit balance. Disconnection will be made without any written notification from the Utility to the customer.

Reconnection of electric service occurs through remote meter functionality within one half-hour when a minimum of \$25.00 is paid through integrated payment venues (see Payment section). Holidays, weekends, medical conditions and/or inclement weather will not postpone or stop disconnection.

Service terminated at customer's request will receive a refund of any remaining credit. A disconnected PowerUp account will be considered inactive after fourteen (14) days, the account will be closed and a final bill (if applicable) will be mailed to the last known address.

An NSF (Nonsufficient Funds) check return will immediately cause customer's balance in the PowerUp account to be reduced by the returned amount, plus a \$25.00 service fee. If this eliminates the account credit, the PowerUp account will be subject to immediate disconnection.



Yes, I have read and understand the above terms and conditions in regard to the PowerUp Prepay electric service program.

Date: _____ Account Number: _____

Service Address: _____

Phone Number (1): (Home) _____ (Mobile) _____

Phone Number (2): (Home) _____ (Mobile) _____

E-mail Address: (1) _____ (2) _____

Print Name: _____ Signature: _____

*By signing above, the customer authorizes automated notifications to the mobile phones and email addresses provided.