



1410 West 7th Street
 PO Box 350, Wayne, NE 68787-0350
1-800-750-9277 or (402) 375-1360
Fax 402-375-1233
 Website www.northeastpow.com
Office Hours: 7:30am to 4pm Mon - Fri

Please provide the information requested on the next pages, sign the service agreement on the last page, and immediately return the completed form to Northeast Power, including any security deposits or other payment due. **Failure to do so will result in delay of service or disconnection of service.** Information provided on this application will be used to update any existing customer accounts.

Customer Information (Only those listed on the application will be able to receive information on the account)

Must be 19 years or older to apply for electric service

Applicant One:

Name or Business Name _____
 E-Mail Address _____
 Mailing Address _____
 City _____ St. _____ Zip _____
 Phone # _____ - _____ - _____ Cell # _____ - _____ - _____

Applicant Two:

Name _____
 E-Mail Address _____
 Mailing Address _____
 City _____ St. _____ Zip _____
 Phone # _____ - _____ - _____ Cell # _____ - _____ - _____

Please list any additional persons allowed to inquire and/ or have the permissions listed below: (Required for Business Accounts)

All person(s) listed above have permission to (check all that apply):

- Pay with a debit/credit card or E-check in any applicant's name
- Make changes to the account Request work to be done at service location (even if there may be a charge involved)

Owner **Renter** **If you are the renter, landlord's name, address & phone # are required**

I am currently or have been a customer with Northeast Power.

Third party Notification: Please complete for a Third party to be notified before a disconnection of service for non-payment of electric bill.

Name _____ Mailing Address _____
 City _____ St. _____ Zip _____ Phone # _____ - _____ - _____ Cell # _____ - _____ - _____

Service Information

Effective Date of Service: (When Billing Should Begin) _____

Please list the physical service address for the location below. (If an address is unavailable, please include a legal description and/ or driving directions utilizing road names & intersections.)

Nickname (must be unique to each meter & is limited to 6 characters).

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This nickname will appear on the monthly statements and is used to assist our staff in the case of outages.

Service classification: (check the one that applies to this service)

- Residence only Non-Residential Farm General Service or Small Commercial Irrigation
- Pump, or Annual Service (less than 500 kWh per year) Farm and Residential Large Power

Tax Exempt? **YES** **NO**

If service for the above location is to be exempt from sales tax, we are required to obtain a NE Sales & Use Tax Exemption Form 13 or 13e from you for this location. Please include a **Tax Exempt** form with this application for service. (Forms can be retrieved from the NE Department of Revenue website at www.revenue.nebraska.gov. Call 800-750-9277 if you need assistance or a form sent to you.)

For Office Use Only

Service Location (legal) _____ Customer Number _____ Date Received _____

Payment & Credit Information

Standard Option: (Required for the Standard Option and must be provided immediately upon signing up for electric service. Ask billing clerk which should be checked)

- Security Deposit to be determined by Management (Policy 11-07)
- An existing customer with excellent credit: Current Account # _____ (Maximum of 1 penalty in last 12 months)
- Letter of credit reference to be supplied by previous power supplier (Maximum of 1 penalty in last 12 months)
- All billings guaranteed by landowners or cosigner pursuant to Electric Service Agreement as herein after provided.*

PrePay Option: (Limitations and restrictions may apply. Ask billing clerk for specifics)

- I desire to avoid the requirements of establishing credit with Northeast and apply for service through the PrePay Option.
Applicant Must Complete Prepay Option on Page 4

Minimum starting credit balance of \$50 must be paid immediately upon applying for electric service.

E-mail Address: _____ **Mobile Number:** ____ - ____ - _____ **Mobile Provider:** _____

I would like to receive my daily usage messages and alerts via:

- Email Alerts
- Text Messaging Alerts
- Both Email & Text Messaging Alerts

The records of either an active email address or cell phone number must always be on file and kept current to participate in the PrePay option.

Operation Roundup: (see details on page 3)

I wish to participate in Operation Roundup (If you do not opt out, you will be automatically enrolled). **YES** **NO**

Personal Reminder Call:

Northeast Power will make a personal phone call to avoid scheduling a collection trip. **YES** **NO**

There is a \$5.00 charge for this call. Please indicate if you would like to receive this personal call.

Note: Opting out of the personal collection call will not prevent you from receiving automated collection or outage notifications.

Due dates for Standard Option:

Northeast Power offers three options for the due date of the bill each month. These options are the 5th, the 15th, or the 25th. Ask billing clerk for specifics.

GUARANTEE BY COSIGNERS (only to be filled out to waive security deposit using a cosigner)

The undersigned landowner or cosigner (**circle one**) hereby guarantees all billings under this agreement.

Name _____ Mailing Address _____

City _____ St. _____ Zip _____ Phone # _____ - _____ - _____ Cell # _____ - _____ - _____

Customer # _____ Signature: _____

* Landowners and cosigners must have excellent credit with Northeast as defined by making 11 payments on time, within the last 12 months.

* A cosigner will receive a copy of the applicant's penalty/disconnect notice if one is issued.

* Cosigner will remain on the account for entire duration of account. Request for removal can be made upon applicant establishing excellent credit with Northeast.

Additional information: Please indicate any disability or other medical condition of which Northeast should be aware that would indicate Northeast's special consideration of your electric service during a time of emergency line repair or power failure. This information will be considered in efforts to restore power, but Northeast recommends having a backup power source in case of emergencies. A signed physician's statement is required to delay disconnection for non-payment (this is good for only one 30 day period).

Please Read Carefully and Understand

This document constitutes a legal contract between you as a customer and Northeast Power. Both the customer and Northeast have responsibilities under this Service Agreement.

This agreement provides a choice of how the applicant wants to pay for service:

- 1) By applying for credit and abiding by Northeast's published credit policies.
- 2) By setting up a 'PrePay' account.

Without a signed Service Agreement, then credit cannot be extended and service will be disconnected or the customer account moved to the 'PrePay' option. Northeast accepts this Service Agreement when completed over the web at www.northeastpow.com; through the mail, with a valid signature, or in person at our office located at 1410 W. 7th Street, Wayne, NE.

Account Options Described:

- 1) The applicant may apply for credit with Northeast and, upon meeting certain established criteria, will receive service and be billed monthly for energy previously used. **Credit is a privilege and not an obligation of Northeast.** Customers must fulfill certain obligations to establish credit and to maintain a credit standing with Northeast.
- 2) The applicant may opt to receive service by using Northeast's 'PrePay' option (conditioned upon applicant being able to receive daily alerts, and the ability for Northeast to obtain remote meter readings) without the requirements of establishing credit or providing security deposits.

Payment Requirements:

There are different payment requirements depending on which Account Option above is chosen by the Customer.

- 1) Customers that choose to apply for credit are sent a monthly bill with the late payment date on the face of the bill. **Electric bills are due even if not delivered by the mail.** Failure of the postal service does not release the customer from their obligation to pay. If a bill is misplaced, simply call our office 24 hours a day and we will give you the amount owed or send you a duplicate bill. We would be pleased to do this. To avoid problems, we send a written notice of non-payment and make an automated courtesy phone call when payment is not received. You can pay online at www.northeastpow.com with a credit/debit card or e-check. Help us protect you from disconnection by keeping a current phone number on file for those times when we need to reach you.
- 2) Customers that choose the PrePay Option (and the requirements above are met) are expected to keep an account balance above \$10.00 at all times. Payments can be made 24 hours a day by utilizing the telephone or internet-based payment systems. PrePay customers receive daily text information about their account balance and **will not** receive mailed notifications or other disconnect notifications. Customers independently pay amounts of their choosing. Other rules and applications may apply for Pre-Pay service.

Northeast Power collects only customer information required to effectively manage its operations and customer relationships. No information defined by law as 'personally identifying data' is provided to any party outside Northeast other than Northeast's lawful agents.

OPERATION ROUNDUP: is a voluntary program whereby customers may choose to donate between one cent and ninety nine cents each month to a charitable trust. All donations support activities within Pierce, Wayne, Dixon, Dakota & Thurston Counties. Participating customers will have their monthly electric bill 'rounded-up' to the next whole dollar amount. Please note the "opt out" section on page 2 if you do not want to participate.

Electric Service Agreement

The undersigned, (applicant(s) hereby affirms that I (we) am 19 years of age or older and agree to purchase electric energy from Northeast Power, a public corporation, (Northeast) with the following terms and conditions:

1. The Applicant will purchase from Northeast electric energy used on the premises described above and will select one of the above Account Options. Customers will pay for said energy at current rates (which can change without notice) based on the type of service requested by you and noted on the next page.
2. The Applicant will comply with and be bound by such rules, regulations and policies, as may, from time to time, be adopted by Northeast. Such rules, regulations, and policies will likely change without notice to individual customers. Service is offered in accordance with applicable laws of the State of Nebraska.
3. Acceptance of this application and the furnishing of electric energy to the Applicant will constitute an acceptance of the above offer to purchase electric energy and the contract between the Applicant and Northeast shall continue in force from the date service is first furnished to the Applicant until cancelled by prior notice given by either party to the other. Northeast may use any and all methods available to collect delinquent bills.
4. Northeast shall exercise reasonable diligence and care to avoid interruption in the delivery of power and energy hereunder, and to restore service promptly after any unavoidable interruption thereof, but Northeast shall not be liable to the Customer for any damage or loss of which may occur from any mistake, failure or interruption, or be liable for any injury to persons or property which may occur by any break or accident to Northeast's distribution lines or other equipment where such mistake, failure, interruption, break, or accident is caused by an Act of God, fire, strike, riot, flood, lightning, storm, civil disturbance, war action of public authority, litigation, breakdown, or any act or matter beyond Northeast's reasonable control. Where service to loads of either Party has been interrupted or curtailed due to failure, break, interruption, or overload of sub transmission and/or distribution facilities, service shall be curtailed so as to give prime consideration to the general welfare of the populated areas served by Northeast. The customer is advised to carry homeowner's risk insurance to protect against financial loss which may occur as a result of connecting to Northeast's electric wires.
5. A person making **Joint Application** understands and agrees that Northeast accepts joint applications for service from either party making a joint application (as in the case of a husband or wife singly executing this application as a joint application for service). By making a joint application the party executing this agreement understands it is their responsibility to inform all other parties of their personal & individual liabilities under this agreement. By executing this agreement, the person making joint application is aware that Northeast will not take action on customer's request to disconnect service without permission from all parties. All parties bear full responsibility to pay all outstanding amounts owed for service. All provisions of this agreement bind all parties.

