



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](http://www.northeastpow.com)  
**Office Hours: 7:30am to 4pm Mon - Fri**

Please provide the information requested on the next pages, sign the service agreement, 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.**

**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).

This nickname will appear on the monthly statements and is used to assist our staff with property owners with multiple accounts.

**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](http://www.revenue.nebraska.gov). Call 800-750-9277 if you need assistance or a form sent to you.)

<b>For Office Use Only</b> Service Location (legal) _____ Customer Number _____ Date Received _____
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**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](http://www.northeastpow.com); through the mail, with a valid signature, or in person at our office located at 1410 W. 7<sup>th</sup> 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. The PrePay accounts are reconciled monthly and this statement can be viewed online at [www.northeastpow.com](http://www.northeastpow.com).

**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](http://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 and/or email 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.

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**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.
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.

Application for Electric Service with **Northeast Power**

- 6. By providing a phone number (land line or cell phone) and/or email address, you are consenting to receive automated informational calls, texts and emails from Northeast Power.
- 7. Disconnection of electric service may not relieve the applicant from payment of a minimum charge when required by rate schedules. Disconnection of service will result in fees for both disconnection of service and for reconnection of service. A copy of Northeast's fee schedules is available upon request.
- 8. Any third party or cosigners listed on this application will receive a copy of the applicant's penalty/disconnect notice if one is issued.
- 9. When the applicant has requested a new service to be installed, the applicant will be required to maintain the service and at least a monthly minimum charge from the completion of construction, as part of the appropriate rate for the following number of years: Farm and Residential, Commercial and Irrigation = 3 years, Large Power as determined by management and separate contract.

We have read the billing and collection procedure for energy bills and, by signing this application, we hereby affirm that we are 19 years of age or older and agree to purchase electric energy from Northeast Nebraska Public Power District, a public corporation, according to the terms and conditions listed. Signing one of the names and date will serve as a legally binding signature for all parties when applicants are married.

Dated: \_\_\_\_\_

**Signature**  
**Applicant One:** \_\_\_\_\_ **Signature**  
**Applicant Two:** \_\_\_\_\_

**Payment & Credit Information**

(Please speak with a billing clerk if you have questions about the following options.)

- 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.\*
- I chose Prepay to avoid the requirements of establishing credit with Northeast (Limitations and restrictions may apply. Ask billing clerk for specifics). Minimum starting credit balance of \$50 must be paid immediately upon applying for electric service.

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

- Email Alerts **E-mail Address:** \_\_\_\_\_
- Text Messaging Alerts **Mobile Number:** \_\_\_\_ - \_\_\_\_ - \_\_\_\_ **Mobile Provider:** \_\_\_\_\_
- Both Email & Text Messaging Alerts

By initialing, I understand that it is my responsibility to monitor my account and to maintain a credit balance to receive uninterrupted service and I acknowledge that I have read and understand the PrePay Terms as explained on page 4.

**Initials of Applicant(s)** \_\_\_\_\_

**GUARANTEE BY COSIGNERS** (only to be filled out to waive security deposit)

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.

\*Cosigners 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.

**Third party Notification: Optional**, If you would like a Third party to be notified by mail of a scheduled disconnection of service for non-payment of the electric bill please complete below.

Name \_\_\_\_\_ Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ St. \_\_\_\_\_ Zip \_\_\_\_\_

**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.

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 may 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 DATE FOR THE STANDARD BILLING OPTION:**

Northeast Power offers three options for the due date for our monthly billing. Ask billing clerk for specifics.

Please check which due date you would prefer.  5<sup>th</sup>  15<sup>th</sup>  25<sup>th</sup>

**PrePay Terms:**

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.

I understand the Prepaid Electric Service Terms and hereby elect to receive electric service under the "PrePay" option offered by Northeast Power. I understand that in electing the PrePay option that I am also subject to all Northeast Power bylaws, rules and regulations, policies, and tariffs unless otherwise specified in the Prepaid Electric Service Terms. I also understand that it is my responsibility to monitor my account and to maintain a credit balance in order to receive uninterrupted service. I accept responsibility for any consequences, including personal injury or property damage, which might result from my failure to make timely purchases of electricity in order to maintain uninterrupted electrical service.

I understand that Northeast Power does a Balance Notification Service to its PrePay customers. It is my responsibility to maintain, and keep Northeast Power informed of, an available means of communication. I will be responsible for any voice, data, or text messaging costs incurred. I acknowledge that notifications may not be received for a variety of reasons and that there is no guarantee that timely notifications will be received. I acknowledge that I am responsible for maintaining a credit account balance whether or not timely notifications are received and hold Northeast Power harmless from any liability for injuries or damages that might result from failure to receive timely notifications.

I understand that no information about the status of my account will be sent through the US Mail including the assessment of any penalties or fees. I waive the right to receive a disconnect notice by US Mail. I acknowledge it is my responsibility to ensure that daily text and email messages from Northeast and about the status of my account are received and noted by me. Failure to receive such notices and make payments sufficient to maintain a credit balance will make my account subject to disconnection without further notice. I understand that any call made to me by Northeast personnel for the purpose of avoiding a scheduled disconnection will be billed to me at a rate of \$5.00.

**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).

**Statement of Non-Discrimination – Northeast Power**

In accordance with federal law and U. S. Dept. of Agriculture policy, Northeast Power is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.)The person responsible for coordinating this organization's non-discrimination compliance efforts is the General Manager of Northeast Power.