

TERMS AND CONDITIONS

General Terms and Conditions for Website Use:

The use of this website is subject to the follow terms and conditions of use.

The term Price Electric Cooperative or 'us' or 'we' or related terms refers to the owner of the website whose registered office is located at 508 North Lake Avenue, P.O. Box 110, Phillips, Wisconsin 54555. The term 'you' or related terms refers to the user or viewer of this website.

By your use of this website, you are agreeing to comply with and be bound by the terms and conditions of its use.

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Price Electric Cooperative does not provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information, materials or services found or offered on this website for any particular purpose which are provided on an "as is" and "as available" basis.

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Price Electric Cooperative Board of Directors approved policies relating to member information and privacy apply to the information contained and presented at this website.

Links and Third-Party Websites:

The Price Electric Cooperative website uses links to websites provided by third parties which are not controlled by Price Electric Cooperative including websites that provide general information, information on load control status, information to monitor your energy use or to make on line bill payments. If you click on one of these links, you will leave the Price Electric Cooperative website and go to that third-party website. Price Electric Cooperative is not responsible for the content, operation, security or privacy practices of any such third-party websites. Our inclusion of these links is not an endorsement of the accuracy of any information provided by that other party. Your use of those links is at your own risk. These other websites may send their own cookies to you, log your IP address, and otherwise collect data or solicit personal information. We do not control and are not responsible for what third parties do in connection with their websites, or how they handle your personal information and your use of those websites and services is subject to their respective privacy and security practices.

Use of SmartHub for Paying bills and Access to Energy Use:

Price Electric Cooperative offers on line bill payment options and on line access to your energy use information through a third-party web based service called SmartHub. SmartHub services are provided to you through SmartHub and First Data. If you choose to use SmartHub you will leave the Price Electric Cooperative website and be directed to SmartHub's website. If you choose to register for SmartHub services you may be asked to enter personal information such as your Price Electric Cooperative account

number, name and email address. You may also be asked for additional personal information or financial information. While using SmartHub for bill payment or accessing data regarding energy usage, information is retrieved from or through SmartHub's and/or First Data's servers. Price Electric Cooperative's Privacy and Confidentiality Policy does not apply to the use of SmartHub and Price Electric Cooperative is not responsible for the functionality, security, content or privacy practices of any such third-party websites. SmartHub or its vendors may send their own cookies to you, log your IP address, and otherwise collect data or solicit personal information. We do not control and are not responsible for what these third parties do in connection with their websites, or how they handle your personal information and your use of those websites and services is subject to their respective privacy and security practices.

Access to Energy Use Information through SmartHub:

Where information regarding energy use is accessed through SmartHub, the energy use information ("Data") that is automatically reported by your metering equipment is made available to you. Price Electric Cooperative believes that the data is reasonably accurate and reliable. However, because of technical limitations, potential human error, or other events the Data from time to time may be inaccurate.

For that reason, the Data cannot necessarily be used to accurately calculate your bill. Before calculating your bill, Price Electric Cooperative will subject Data to quality control procedures.

The user of the Data assumes all risks related to its use and you agree that Price Electric Cooperative shall not be liable for any errors, omissions, or other defects in the Data or any direct, indirect, incidental, consequential, special or exemplary damages or loss resulting from any use of the Data.

Protection of Log in and Password Information:

You agree to protect the confidentiality of your username and password. You are responsible for all activity on the website which occurs by use of your username and password. You agree to contact us immediately if you believe that your username or password has been compromised.

Visitor Information:

We gather information about the use of this website, such as the number of visitors and the number of visitors that use links or services. Our system may also record other technical information such as the IP Address of a user. An Internet Protocol ("IP") address is a number that is automatically assigned to your computer every time that you browse the Internet. In some cases, we link usage information with the particular member who visits the website. We create summary statistics of the usage data we collect, which we may use to identify our visitors' preferences and to otherwise improve our website or Cooperative services.

Contacting us through Our Website:

Our website offers the opportunity to communicate to us through email. If you use that method of communicating with us, we will collect the information that you input including your name, email address, phone number, message subject and message content. Information collected from you on the

website (including information provided by email or your online log in and customer account) will be handled in accordance with PEC's Privacy and Confidentiality policy.

Use of Personal Information:

PEC works to use and disclose personally identifiable information about member-consumers in responsible ways in order to carry out its operations and to benefit its member-consumers. It does not sell, rent, loan, exchange or otherwise release mailing lists or telephone lists of member-consumers for marketing purposes. Member-consumers may examine billing and capital credit account information about themselves and may correct any inaccurate, incomplete or untimely information. It may be necessary that some changes be requested in writing.

Liability and Hold Harmless:

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