



SOP 43-25CW October 13, 2025

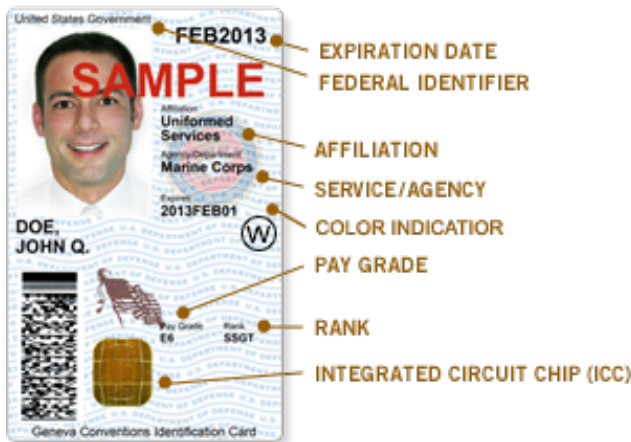
## Active Duty Military Gov. Shut Down Benefit

**PURPOSE/SCOPE:** Price Enterprises Inc. is committed to supporting active duty military personnel and their families, especially during challenging times such as government shutdowns. In light of recent events, we are introducing a new benefit designed to assist active duty military members by offering free Emerald Wash Club Membership services throughout the duration of the government shutdown. By offering this free Emerald Wash Club Membership benefit, the goal is to show our appreciation for their service and help relieve some of the stress they may be facing due to uncertain financial circumstances during the government shutdown.

**OBJECTIVE:** To ensure a smooth transition for active duty military customers by informing them about this benefit and allowing them to access their Emerald Wash Club Membership (EWCM) at no cost during the government shutdown.

**DURATION:** As of 10/15/2025 – Government shut down ends (TBD).

**ELIGIBILITY:** This benefit is available to all active duty military members and their spouses who are current EWCM or newly signed up EWCM. Verification will require a valid active duty military ID and/ or spouse ID. (Photos attached below)



**Active Duty Military ID**



**Active Duty Military Spouse ID**

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### **PROCEDURE (On-Site at CW):**

1. Customer Service Representative (CSR) at the Greeter Station will actively educate & inform customers of this benefit at the Kiosk.
2. If customer is an active duty military member or spouse, an ID will be verified.
  - a. Verification includes: name, expiration date, affiliation: “uniformed services or active duty”.
3. Return customers ID and thank the active military duty member or spouse for their service.
4. Current EWCM:
  - a. Review customers account on Washify CWA.
    - i. [Select] Vehicles
    - ii. Review customers active vehicles & original next payment dates.
    - iii. [Select] Action (three dots)
    - iv. [Select] Change Subscription
    - v. [Select] Unlimited Prepaid
    - vi. [Select] Active Duty Military – Shut Down Benefit
    - vii. [Select] Assign
    - viii. [Select] Action (three dots)
    - ix. [Select] Edit
    - x. Adjust “Next Payment Date” 30 days from original payment date.
    - xi. [Select] Save
  - b. Repeat steps for all active vehicles.
5. New Sign Up EWCM:
  - a. Review customers account on Washify POS.
  - b. If this is a new vehicle, add vehicle (year, make, model) to account.
  - c. [Select] Unlimited Prepaid
  - d. [Select] Active Duty Military – Shut Down Benefit
  - e. [Select] Buy Unlimited (\$0.00)
  - f. [Select] Yes
  - g. [Select] Cash

### **PROCEDURE (Corporate Office):**

1. Review Unlimited Statistic Report daily
  - a. [Select] Date range of 1 week.
  - b. [Select] Active Duty Military – Shut Down Benefit for Unlimited Service
  - c. [Select] Active
  - d. [Select] Get Report
  - h. Review each account ensuring “Next Payment Date” 30 days from original payment date. Adjust accordingly.

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**END OF BENEFIT PROCEDURE (Corporate Office):**

1. Review Unlimited Statistic Report for Active Duty Military – Shut Down Benefit (ADM) members.
2. Review each ADM and change subscription to individual EWCM or Family EWCM.

**EDUCATING THE CUSTOMER:**

1. What is the Active Duty Military – Shut Down Benefit?  
A benefit that provides all active duty military members and their spouses with a free month of Emerald Wash Club membership services to help alleviate stress and financial burden during the government shutdown.
2. What if I already paid for this month?  
This benefit will provide you with a free 30 days from your last payment date.
3. How long is this benefit offered for?  
The benefit remains active for the duration of the government shutdown.
4. What happens to my membership once this benefit ends?  
Once this benefit ends, your membership will automatically transition to a single Emerald Wash Club membership at \$51.31 per month or a family Emerald Wash Club membership at \$145.55 per month, following our standard membership process. You also have the option to cancel your membership at any time.

*Ashley La Cuesta*  
Ashley La Cuesta  
Chief Executive Officer

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