



Caney Fork

Electric Cooperative Inc.

RESIDENTIAL PREPAID METERING TERMS OF SERVICE INFORMATION SHEET AND SERVICE AGREEMENT

Please Read Carefully

- **Security Deposits, Late Fees and Collection Fees:** As a prepaid member, the normal security deposit for a residential account is not required and you are not subject to normal residential account late fees and collection fees.
- **Prepay Accounts:** All prepay accounts will be charged an \$8 monthly prepaid service fee plus normal residential account energy and monthly customer charges. New accounts will require an initial fee of \$125, which includes a membership fee of \$5, meter set fee of \$25, processing fee of \$20, deposit of \$25, and a minimum beginning balance of \$50 for daily usage and monthly fees. Existing accounts will require an initial fee of \$95, which includes a processing fee of \$20, deposit of \$25, and a minimum beginning balance of \$50 for daily usage and monthly fees. When an existing post-paid account is converted to a prepay account, any existing deposit (if applicable) may be used to satisfy any outstanding balances of the post-paid with the remaining credit (if applicable) being applied to the prepaid service. All fees and unbilled energy must be paid in full before an account can be converted from post-paid to prepaid.
- **Bad Debt Recovery:** If the account begins with an existing debt recovery balance, 25% of each payment after the initial set up will be applied to that balance until the debt is paid in full.
- **Bill Viewing, Notifications and Bill Calculation:** Daily prepaid account history (usage, charges, payments, and balances) will be available via internet, phone or mobile app. The prepaid account balance will be reduced daily based on energy use and applicable monthly fees. The balance will be reconciled to the traditional post-paid bill once per month using the appropriate rate schedule for that billing cycle.
- **Disconnection and Minimum Payments for Reconnection:** A prepaid account will be subject to disconnection any time the account does not have a credit balance regardless of weather conditions, or medical condition as described in policy 210 excluding weekends and holidays. The member will be given 24-hour notice to ensure that the account has a credit balance before there will be an interruption of service. Any returned checks or charge back fees received on the account will be charged to the member's account immediately. If this causes the credit balance on the account to be exhausted, service will be subject to disconnection the following morning. Any tampering-related fees will subject the account to immediate disconnection and must be paid before service is reconnected. You will be required to purchase a minimum of \$25 of prepaid electric service plus any unpaid balance that was due at the time of disconnection before service is reconnected.
- **Payments:** Payments may be made at any Caney Fork Electric office during working hours or 24 hours a day, 365 days a year for debit card, credit card and e-checks through Caney Fork's IVR system at 1-888-443-3958, Caney Fork Electric's website, <http://www.caneyforkec.com>, or the MyUsage app.
- **Billing:** Prepaid accounts do not receive paper statements (bills). Daily prepaid account history (usage, charges and payments) will be available via the internet at www.myusage.com.
- **Member's Responsibility:** It is the member's responsibility to update all contact information to ensure that all necessary system alerts may be received to avoid an interruption in service.
- **Inactive Accounts:** If an account is disconnected and does not become active for five (5) business days the account may be considered inactive and Caney Fork Electric will mail a final bill to the last known address on file. At anytime after the five days of inactivity, a member wishing to reconnect may be subject to establishing a new account and therefore be responsible for any new account set up fees.
- **Termination of Service and Final Billing:** A full settlement of the account shall be made when participation in the service ends and the account is final billed. Service terminated at the request of the Member will receive a refund of any remaining credit on the account.
- **Conversion to Post-paid service:** You may elect to convert your account to post-paid service at any time; however, the account will be subject to the Cooperative's deposit policy as a condition of continued service.

I UNDERSTAND THE RESIDENTIAL PREPAID METERING TERMS OF SERVICE, INFORMATION SHEET AND SERVICE AGREEMENT ABOVE AND THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A CREDIT BALANCE TO CONTINUE SERVICE.

Printed Name _____

Date _____

Signature _____

Account Number _____

Service Address _____

Initial