



Prepay Payment Program Agreement

Prepay is available only to single phase, non-demand residential accounts including those with outdoor lighting. Residential accounts on Bank Draft, Budget Billing or that have payment contracts for anything other than electric use are not eligible for Prepay.

New Members: New members are required to complete a membership application if one is not currently on file. A membership fee of \$10, a connect fee of \$30, a deposit of \$50, as well as a minimum payment of \$50 credit is required for initial service. Prepaid accounts will be charged current residential rates, fuel cost adjustments and daily customer charges. In the event the member wishes to convert from Prepay to a traditional payment account, all applicable credit checks will apply and an additional deposit will be required.

Existing Members: Existing members opting to convert their account to Prepay must pay in full all preexisting fees and current account balance. Unbilled usage must also be paid in full or converted to debt management, with the understanding that 25% of all future payments to the Prepay account will go towards the retirement of that amount until it is paid in full. Members may choose to have existing deposits applied (when applicable) to account balances and/or their Prepay account credit, with the understanding that if the member wishes to convert from Prepay back to a traditional payment account, all applicable credit checks and deposits will apply and any outstanding debt must be paid in full. An account must have at least a \$50 credit to begin Prepay billing.

Payments: Payments can be made at NEMEPA's office during normal working hours. Payments can be made 24 hours a day via credit/debit card through the automated phone system at 662.234.6331 or 877.234.6331. Customers with an online account can make payments via check or credit/debit card at www.nemepa.org and by downloading the NEMEPA app to their smart phone.

Notification: It is the member's responsibility to monitor their usage. NEMEPA will provide low balance and disconnection notification but cannot guarantee that all notifications or messaging will reach members prior to disconnection. Members may choose to be notified by text message, push notification or email. Members must provide a working cell phone number and/or email account to receive notices. NEMEPA will send notification of low balance every day that a prepay account's balance has dropped below the members chosen balance. NEMEPA recommends this balance to be at least \$20. Prepay accounts will not receive a monthly bill. NEMEPA will provide 24 hour access to usage information online. Customer service representatives will also be able to provide this information during regular business hours.

Billing: Prepay account charges will be calculated and debited daily. These charges will include electric use as well as other applicable charges and fees including customer charge, outdoor lighting and fuel cost adjustment. Prepay accounts do not receive paper statements or e-bills. Daily Prepay account information including usage, charges, and payments will be available via phone during normal business hours and online or smart phone at www.northeastpower.org.



Disconnection: Prepay accounts will be subject to automatic disconnection when the credit balance falls to \$0. Once disconnected, accounts will not be reconnected until the applicable reconnect charge is paid and the balance is brought up to a credit of \$50 (including payment of any unpaid usage). Any returned checks or other fees will be charged to the member's account immediately. If this causes the credit balance falls to \$0, service will be subject to disconnection. Once a check has been returned on a Prepay account, NEMEPA will no longer accept checks for payment on that account.

I choose to be notified of low balance or disconnection by one or more of the following methods:

Text (cell phone #) _____, My cell phone provider is : _____,

Email: _____,

I understand that it is my responsibility to change the notification options or contact information when necessary. I understand that it is my responsibility to provide NEMEPA with accurate contact information. I also understand that while NEMEPA will make every effort to notify me in the case of a low balance or disconnection, that notification is not guaranteed. I understand that these notifications will contain information including account number and current balance. _____

I understand that if my account is disconnected for non-payment, I will be required to pay all applicable reconnect charges, any unbilled usage, plus a minimum of \$50 credit before my account will be reconnected. _____

Existing Members Additional Information

I understand that I have a security deposit of \$ _____, and that I can use \$ _____ of this amount to apply to unbilled usage and/or to apply as a credit to my Prepay account. I understand that I can switch my account back to a traditional payment account. If I elect to do so I understand that I will be subject to a utility credit check and may be responsible for a new deposit and any balances in debt recovery before my account can be moved back to a traditional payment system. _____

I understand that I have \$ _____ in unbilled usage/inactive balance that I must pay in full prior to starting a Prepay account. You can also opt to transfer that amount to debt management. 25% of all future payments will go towards paying off that amount until paid in full. _____

By signing this agreement I certify that I understand and agree to all conditions listed above,

Account #: _____ Date: _____

Member Name: _____ Signature: _____

CSR Name: _____ Signature: _____