

## IMPORTANT THINGS TO KNOW ABOUT PREPAY

- Upon payment of \$100.00, the meter will be turned on. The member's account will reflect a \$50.00 credit towards electric usage and a \$50.00 security deposit. Any unpaid balance will be debited from the security deposit at the time of account closure.
- Please immediately notify us if contact information changes such as phone number, email, and/or if moved from the service location.
- If the meter is disconnected and there is no activity on the account for 14 days or more, the account will be closed and removed from Prepay. To restart Prepay billing, the member must successfully execute a new Prepay Application & Participation Agreement and pay applicable fees before reconnection.
- All members pay the same rates and charges regardless of whether a member is enrolled in prepay or receives a monthly bill. Calculations for prepay are done on a daily basis rather than monthly.
- The meter reads each day at 12 AM CST and a daily bill calculates at 12 PM CST, Monday - Friday. If the account balance drops to \$0.00 or below, the meter will disconnect automatically until funds are added to the account to bring the balance above \$0.00. Upon a positive balance, power should automatically be restored within 10-15 minutes. If not, please call **(800) 606-1505**.
- Prepay accounts will not disconnect on holidays, weekends, or when the temperature is below 32 degrees or above 90 degrees.
- Prepay members will not receive any balance or disconnection information by mail, but instead information is available through our office, Smart-Hub, our IVR Pay-by-Phone system at **(844) 759-3977**.
- If someone in the household has a medical condition that requires continuous electricity, please inform us. Prepay is not eligible for such cases.
- Any returned payments will be deducted immediately, with a \$35.00 fee added per Policy 114. This could result in the account balance dropping to \$0.00 or below.
- Tampering with EECA equipment will result in disconnection, additional fees, and legal action, in accordance with Policy 119.
- EECA is not responsible for any damage to a resident's property (i.e. appliances or frozen pipes) when power is disconnected.