

Prepay Billing Application



Name

TVEC Account Number

Service Address

Alerts

Low Balance Threshold (ex: \$20.00)

EMAIL

	PHONE 1	PHONE 2	PHONE TEXT	EMAIL
Low Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pending Disconnect	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily Balance				<input type="checkbox"/>
Recharge				<input type="checkbox"/>
Disconnect				<input type="checkbox"/>
Reconnect				<input type="checkbox"/>

Debt Recovery

Balance put in Debt Recovery DR Rate

I authorize TVEC to initiate a prepay account with the options I have selected above. I have reviewed and agreed to the terms of service (on reverse of this document) for prepay accounts. I understand that I may elect to convert my account to a traditional post-pay account at any time with the knowledge that I may be required to pay a deposit at that time. I agree to maintain a phone number on this account for alerts from TVEC.

Member Signature

DATE

TVEC Employee

DATE

TVEC Prepay Billing Account Terms of Service

Access your TVEC prepay account at any time by calling 877-775-5875
or by logging on to your account at www.myusage.com.

1. **Applicability/Availability:** The TVEC prepay rate is available to all single-phase, non-demand residential customers.
2. **Rate:** With prepay, the customer charge and each kWh costs the same as TVEC's residential energy rate. In addition, prepay accounts incur a \$7 prepay fee that pays for specialized equipment and services such as account alerts. There are no late fees, disconnect charges, or reconnect charges.
3. **Existing Members:** Any deposits on your existing account will be credited toward account balances or to your prepay account. Accounts disconnected for non-payment will have \$25 reconnect fee applied to the existing account. Existing members with account balances can use the debt-recovery program. Each time you make a payment, a portion will go towards the outstanding balance. If debt recovery is utilized, 25% of each account recharge (payment) will be applied to the debt until the balance is eliminated.
4. **New Members:** New customers will need to complete a membership agreement and pay a \$5 membership fee, a \$25 account establishment fee, and purchase a minimum of \$50 in energy.
5. **Payments:** You can recharge your account 24 hours a day, 365 days a year via debit card, credit card or e-check by logging on to www.tvec.com/payment or by visiting any TVEC office.
6. **Disconnection and Minimum Payments for Reconnection:** A prepay account will be subject to automated mechanical disconnection any time your account does not have a credit balance. Any returned check or other fees 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. To restore service, you must recharge your account to a minimum balance of \$5.00. You can recharge your account at any time, day or night, online, by phone, or kiosk and service will be automatically restored within thirty minutes. Restoration may be delayed due to outages from severe weather or other external causes. If a meter requires manual reconnection after hours, the maximum time for service dispatch will be at 10p.m.
7. **Billing:** Prepay accounts do not receive paper statement bills. Prepay accounts are not eligible for e-billing. Daily prepay account history (usage, charges and payments) will be available via the internet at www.myusage.com. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your prepay account(s). All low balance and disconnection notices will be sent in the manner you select for your account. Failure to properly maintain your notification settings may result in disconnection without further notice.
8. **Inactive Accounts:** If an account is disconnected and does not become active for ten (10) consecutive days, the account will be considered inactive and a final bill will be mailed to the last known address on file. Minimum charges, which are calculated daily, will apply between disconnection and a final bill.
9. **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. Any remaining credit on the account will be refunded in full.
10. **Conversion to Traditional (postpay) Service:** You may elect to convert your prepay account to postpay service at any time, although you will need to pay any account balance and required deposits as a condition of continued service.
10. **Alerts:** TVEC has permission to send alerts to the phone number and email associated with this account