

## Pre-Pay Service Agreement

- As a **Pre-Pay** metering customer, a deposit is not needed. You will be required to pay a minimum amount of **\$100.00** to activate a **Pre-Pay** account. This amount will be applied toward future energy usage.
  - For Existing Customers all deposits held will be applied toward your outstanding balance first with any remaining deposit applied to future usage. All charges and unbilled usage must be paid before an account can be converted from postpaid to **Pre-Pay** unless you enter into debt recovery.
  - For All Customers a \$30.00 account set-up charge will also need to be paid.
  - There will be a \$4.50 monthly fee for each customer.
- You will not receive a monthly bill. Account balance, daily usage, alert notification settings, charges and payments can be viewed on-line at [www.my.usuage.com](http://www.my.usuage.com). This information can also be accessed by calling 1-866-539-6393. You will have a choice of alert notifications and times to choose from. Alerts can be sent via email, phone call or text. You are solely responsible for managing and updating the alert notification settings on your **Pre-Pay** Account. All low-balance and disconnect notices will be sent in the manner you select for your account. Failure to properly maintain your alert notification settings may result in disconnection without further notice. You must maintain a pending disconnect alert. **Paper disconnect notices will not be mailed.**
- Payments may be made in the office Monday – Thursday, 7:30-5:00, Friday, 7:30 – 4:00, over the phone or internet with a debt or credit card 24/7 or by mail. All payments made to your account will post in real time. However, if you decide to mail your payment, be sure to allow enough time for your payment to be received by our office to avoid disconnection. To pay by phone call 1-866-539-6393. All online payments can be made through our website at [www.bea-tn.com](http://www.bea-tn.com).
- There are no late or disconnect charges. **Customer charge, outside light fees and Pre-Pay** fees will be prorated daily. A full settlement of the account shall be made when participation in the service ends and the account is final billed. Any remaining credit balance will be refunded.
- **Pre-Pay** accounts are not eligible for credit extensions, payment arrangements, budget billings, prompt pay discounts or electronic funds transfers. Any energy assistance will be applied to the **Pre-Pay** account once payment is received by our office. Pledges or promises will not be accepted to keep electricity on.
- **Electric service will be subject to automatic disconnection if at any time the account does not have a credit balance.** If service is disconnected, any outstanding balance and the minimum credit balance of \$20.00 must be paid before service will be restored, plus a minimum debt recovery amount if applicable.
- Once you sign up for **Pre-Pay**, **you must stay on it for six months.** If you change locations, your six months will start over at new location.

- If an account is disconnected and does not re-activate within 7 days, the account will be considered closed and Bolivar Energy Authority will mail a final bill or refund if we have a correct forwarding address. If the account is re-opened, the account set-up charge will apply.
- If returned payments, such as a bad check, are received on the account, the amount of the returned payment and a \$30.00 returned check charge will be applied to the customer's account immediately. If this causes the credit on the account to be exhausted, service will be disconnected immediately.
- Not responsible for customers email, phone or texting fees.
- If there is an amount owing from previous bills from anyone in household or unbilled usage at the time of converting to a **Pre-Pay** account, a percentage of future payments will be applied to that amount until paid in full. The percentage will be 50% on all debt recovery until paid in full.
- If, after six months, a **Pre-Pay** customer wants to convert the **Pre-Pay** metering account back to a postpaid account; a deposit and service charge (\$30) will be required based on two and a half (2- 1/2) times the monthly average of the location and an account set-up charge associated with transferring the account back to a postpaid account. All unpaid debt must be paid.

**Pre-Pay Account Information**

To access your Account information, you may call 1-866-539-6393 or Login to your account at [www.myusage.com](http://www.myusage.com)

Login (email) \_\_\_\_\_ Customer# \_\_\_\_\_

Password: password (This password should be changed in the settings tab when you log in to your account)

**Low Balance Alert Amount: \$ 20.00**

Select how you would like to receive alert notifications, place a check on your choice(s).

Email: \_\_\_\_\_  Low Balance  Pending Disc.  Reconnect

Text Phone#: \_\_\_\_\_  Low Balance  Pending Disc.

Phone #1: \_\_\_\_\_  Low Balance  Pending Disc.

Phone #2: \_\_\_\_\_  Low Balance  Pending Disc.

Service Location Zip Code: \_\_\_\_\_ ( for weather data)

**I understand and agree to the terms of this agreement and furthermore understand that it is my responsibility to make sure that I maintain money in my Pre-Pay account to continue electric service.**

**Customer's**  
Signature: \_\_\_\_\_  
Date

**Spouse's**  
Signature: \_\_\_\_\_  
Date