

PREPAY SERVICE AGREEMENT

By signing this agreement you are stating that you understand the prepay program.

REQUIREMENTS:

New & Existing Customer:

_____ At least one constant, valid phone number or email address is required.

_____ \$50.00 credit minimum balance to start. All customers will be charged a \$10.00 transfer fee.

_____ Prepay agreement must be signed prior to starting program. However, the signed agreement may be waived if participation is not voluntary and is a requirement by MVP.

Existing Customer:

_____ If there is a deposit on the account it will be applied to any balance owed and any remaining amount will stay on the account as a payment toward prepay.

_____ Zero balance required at start of program and any unbilled usage. (Exception reviewed and approved by CSS)

Reminders:

_____ Notifications will be sent daily by automatic phone message when the balance goes below \$19.99 credit.

_____ The account is billed at 8:00 am and if there is no credit, the customer has until 10:45 am to get a credit balance on the account to keep power on. The account will automatically be disconnected at 11:00 am if payment has not been received.

_____ When disconnected, the credit balance **must** be \$5 or greater before the meter will automatically send the command to reconnect. Allow 20 minutes after payment, before pushing the **black button**.

_____ No monthly bills will be sent. Autopay is not allowed.

_____ No Payment Arrangements are accepted.

_____ There **will NOT** be a notice for **disconnect**.

_____ The customer is responsible for monitoring their usage and account balance.

_____ The customer is responsible for keeping their notification information current, by phone and email.

_____ Payments are accepted by mail at the office, by phone (debit/credit card) and online at www.missionvalleypower.org. Walk in payments made after 4:00 pm, will be entered the following day.

Signature: _____ **Date:** _____

Print Name: _____

Account Number: _____ **Location number:** _____

Phone number: _____

Internal use only:

Rate changed: _____

Meter changed to a D meter: _____

PP set up: _____

of Bills changed to 0: _____