

## PREPAY POLICY

Mission Valley Power has implemented a Prepay program as an additional payment option. Customers may volunteer to participate in this program. Should the customer have continual payment issues MVP has the discretion to require a customer enter into this program.

The following bulleted items will necessitate a customer be moved to a prepay account:

- If an account appears on the disconnect list 2 times in a calendar year the customer will be moved to a pre-pay account. The customer will be required to stay on prepay for a minimum of 2 years. If the customer has maintained their prepay account efficiently (no disconnects) for the required number of years they may opt to return to a traditional account after paying all applicable deposits.
- If an account appears on the orange/green card list 3 times in a calendar year the customer will be moved to a pre-pay account. The customer will be required to stay on prepay for a minimum of 2 years. If the customer has maintained their prepay account efficiently (no disconnects) for the required number of years they may opt to return to a traditional account after paying all applicable deposits.
- Any customer who has tampered with a meter previously, has vicious animals, or aggressive to MVP employees will be required a pre-pay account. A customer on prepay, under this condition, will not be eligible to return to a traditional electrical account.

A customer can or will remain on the prepay program even if moving to another location within the MVP service area.

The participating customer is required to sign a Prepay service agreement. However, the signed prepay service agreement may be waived if participation is not voluntary, and is a requirement by MVP.

Prepay participant will pay a \$10.00 connection fee if they are connecting as a new customer.

Prepay participant will pay a \$16.00 basic fee per month which will be higher than the current basic of \$13.00 per month.

Starting power purchase will be \$50.00.

Prepay participation will require a minimum \$30.00 credit (power purchase) at all times. The traditional account must be paid in full before starting the Prepay program. MVP may, at its discretion, enter into a payment arrangement for a balance owed on a traditional account, with Customer Services Manager approval.

It is the responsibility of the customer to regularly monitor their account balance.

It will be the responsibility of the Customer to keep their contact information updated.

When disconnected, the credit balance must be \$10 or greater before the meter will automatically send the command to reconnect. Allow a 20 minute time delay, after payment, before pushing the black button.

If account is still disconnected for 7 days a service order is process to close the account. To restore power, the customer shall pay any negative balance, and a minimum \$50.00 payment. MVP will process a connect service order, which could take up to 3 days to complete.

Medical conditions, inclement weather, or account balance alerts not received by the customer will not postpone the disconnection of service.

MVP Winter Disconnect Policy does not apply to customers on pre-pay.

Customers on medical life support, requiring full time electrical service, will not be eligible for pre-pay.

MVP, its employees and associates will not be held liable for any claims, damages, disputes, or actions due to the loss of electrical services as a result of the customer's enrollment in pre-pay.