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 minimum balance to start.

_____ Prepay agreement must be signed prior to starting program. However, the signed agreement may be waivered 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. (Exception reviewed and approved by CSS)

Reminders:

_____ Notifications will be sent daily, by automatic phone message, when the balance goes below $30.00 credit. The notifications will stop once payment has been received and balance is greater than $30.00 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 $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.

_____ No monthly bills will be sent.

_____ 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; phone and email.

_____ Payments are accepted by mail, at the office, by phone (debt/credit card) and online at www.missionvalleypower.org. Payments received after 3 pm will go on next business day.

Signature: _____ **Date:** _____

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

Phone number: _____

Forward to Geri

Internal use only:

Rate changed: _____   Has D meter: yes ____ no ____

PP set up: _____   # of Bills changed to 0: _____

Uncheck owner transfer if on location: _____ Service Agreement – Disc option marked ignore: _____