

PREPAY POLICY

Mission Valley Power's Prepay program is 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 this program.

The traditional account must be paid in full, including any unbilled usage, 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.

A new customer signing up for services may utilize the prepay program in lieu of paying a deposit. The customer must maintain the account, with no disconnections, for one (1) year before being allowed a traditional account. A deposit would not be required.

MVP, at its discretion, will require a customer be moved to a prepay account for the following reasons:

- If an account appears on the disconnect list two (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 two (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.
- If an account appears on the orange/green card list three (3) times in a calendar year the customer can be moved to a prepay account or be required to pay a deposit if no deposit is present on the account. The customer will be required to stay on prepay for a minimum of two (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.
- If a customer has been on prepay and returns to a traditional account, they cannot appear on the disconnect list again. The customer will return to the prepay program if they appear on the list again and will not be eligible to return to a traditional account.
- Any customer who has tampered with a meter previously, has vicious animals, or is 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.

Starting power purchase will be \$50.00.

Effective January 27, 2020

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

Prepay participant will pay a \$18.00 basic fee per month. The basic fee will be prorated to a daily charge and deducted from the credit balance.

When the Prepay account credit balance reaches a minimum of \$19.99 credit (power purchase) automated calls will be made to the phone number of record.

It is the responsibility of the customer to regularly monitor their account balance, which can be done through the MVP website and/or SmartHub.

It will be the responsibility of the Customer to keep their contact information updated for MVP's automated calls.

When disconnected, the credit balance must be \$5.00 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.

In the event the account has been disconnected for three (3) or more days due to lack of funds, the account will be closed. To restore power, the customer shall pay the balance owing, unbilled usage, past minimum monthly charge, and a minimum of \$50.00. Once payment is received, MVP will process a connect service order, which could take up to 2 working 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 prepay.

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 prepay.

The Prepay Policy may be amended as needed. This policy cancels and supersedes all previous Prepay Policies.