

# 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. For new customers there is also a \$10.00 connect 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 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](http://www.missionvalleypower.org). Walk in payments made after 4:00 pm, will be entered the following day.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Account Number: \_\_\_\_\_ Location number: \_\_\_\_\_

Phone number: \_\_\_\_\_

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### Internal use only:

Rate changed: \_\_\_\_\_ Meter changed to a D meter: \_\_\_\_\_

PP set up: \_\_\_\_\_ # of Bills changed to 0: \_\_\_\_\_