

Policy of the Board of Directors

PREPAY ACCOUNT

GENERAL POLICY STATEMENT:

The intent of this Policy is to assist customers who would like to avoid paying Utility Account Deposits or accruing extra service charges associated with past due accounts.

Prepay Accounts must follow all requirements, fees, and taxes for the District's Primary Residential Rate Schedule 1.

ELIGIBILITY:

1. The account holder must sign the District's Prepay Account Service Agreement which states the terms and conditions for a Prepay Account.
2. The electric meter panel must be 200 Amps or less and must be equipped with a meter that has remote disconnect abilities.
3. The service must be on the Primary Residential Rate Schedule 1.
4. The customer must not be on Level Pay or Automatic Pay.
5. The account holder must be enrolled in "SmartHub" or the District's equivalent online account management system.
6. The account holder must provide a current email address and/or cell phone number that is capable of receiving messages.
7. Customer must have a zero balance or agree to a one-time available Prepay Payment Arrangement. Prepay Payment Arrangements will not exceed \$300.00.


DESCRIPTION OF SERVICE:

1. Existing Security Deposits, if any, will be applied to the customers electric account.
2. Customers have the option to bring their account to a zero balance or enter into a Prepay Payment Arrangement not to exceed \$300.00.
3. Prepay Accounts with a credit balance amount of \$-10.00 or less will receive an email and/or text message alerting them of a low credit balance on their account at approximately 10:00 am daily.
4. Prepay Accounts with a debit balance of \$0.00 or higher will be automatically disconnected at approximately 11:00 am Monday through Friday excluding Holidays.
5. Within forty-eight (48) hours of disconnection for non-pay the electric service will automatically reconnect once the Prepay Account has a credit of \$20.00 or greater after disconnection.
6. The meter reads will automatically true up every month during the billing process.
7. Customer payments must be a minimum of \$10.00 per transaction.

PREPAY PAYMENT ARRANGEMENT:

1. The Prepay Account holder must sign an agreement stating that they understand that for every dollar they pay on their account seventeen percent (17%) of the amount will pay the Prepay Payment Arrangement amount, until the balance is paid in full.
2. Prepay Payment Arrangements will not exceed \$300.00

Management may use discretion to waive certain requirements.


Clarence W. Rose, President

**TRINITY PUBLIC UTILITIES DISTRICT
PREPAY ACCOUNT SERVICE AGREEMENT**

Trinity Public Utilities District (District) offers a prepaid metering option to any customer who has a single-phase residential electric service that is no greater than 200 amps and 120/240 volts. All services that are billed on the customer account must meet this criteria.

I understand that I am required to have either an email address or cellular phone capable of receiving messages. If my email address or cellular phone number changes I understand that I am required to notify the District immediately and provide the new information.

I acknowledge that I am solely responsible to regularly monitor the balance of my Prepay Account. I may check daily account balances via the "SmartHub" App and online at www.trinitypud.com. I also agree that I am responsible for any cellular telephone or texting charges incurred due to notifications.

The electric account must have a balance including prorated charges, no greater than \$300.00. Any amount up to \$300.00 will be eligible for a one-time Prepay Payment Arrangement. I understand that if I enter into a Prepay Payment Arrangement seventeen percent (17%) of every payment on the account will be used to pay my payment arrangement amount until it is paid in full.

I understand that if there is a Security Deposit currently on my electric account, it will be applied to my Prepay Account. Under no circumstances will a refund be issued for the remaining balance while the Prepay Account is active.

I understand that if I decide to convert to a standard electric account, a Security Deposit may be required.

I understand that the System Access Charge, any area or street lights, and any other taxes and charges on the Prepay Account will be subject to the same monthly recurring charges and are prorated per day. Some charges continue to accumulate even if the balance is less than \$0.

I understand that the minimum payment amount is \$10.00.

As a prepay customer, I understand that no monthly billing statement will be mailed to me. When the account credit balance is less than \$-10.00, I will be notified by the selected option of email and/or text message. The account will be subject to immediate disconnection if the balance is less than \$0. ***MEDICAL CONDITIONS AND/OR INCLEMENT WEATHER WILL NOT POSTPONE DISCONNECTION.***

I understand that if my Prepay Account balance becomes negative, my service will be disconnected at 11:00 am, Monday-Friday, excluding holidays and other office closures. To avoid disconnect, payments must be made by 10:00 am that day. A disconnect charge

of \$15.00 will be applied to my account if my service is disconnected and reconnected within forty-eight (48) hours.

I understand that if my service is disconnected due to non-payment, I have forty-eight (48) hours to reconnect my service automatically. If I reconnect my service after forty-eight (48) hours a reconnect fee of \$35.00 will be applied to my account.

I understand that after disconnection my Prepay Account must have a credit balance of \$-20.00, in order for the electric service to be reconnected.

I understand that if a returned check or electronic chargeback is received on the Prepay Account the amount of the return and a return fee of \$25.00 will be charged on my account immediately. If this causes the prepay balance on the account to fall below zero, service may be disconnected within 24 hours.

Payments can only be made at the District office, by phone, online at www.trinitypub.com or through the "SmartHub" App on your smartphone. Payments made through any other avenues are not guaranteed to be applied to your account immediately.

I understand the difference between prepay and standard accounts and I am voluntarily requesting to change my service to a Prepay Account with Trinity Public Utilities District.

The District's Prepay Policy and Service Agreement are subject to change.

I have read and agree to the terms of the Prepay Agreement. _____(initial)

I agree to the terms and conditions with a Prepay Payment Arrangement _____(initial)

Customer Name: _____ Account Number: _____

Service Location: _____

Location Number: _____ Meter Number: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Cell Number: _____

Email Address: _____

Customer Signature: _____ Date: _____