

## **Prepay Payment Information**

### **Prepay program available to TCEPA Members**

TCEPA has launched a program for prepay metering, and we offer this program to all residential members. With normal metering, you receive a bill after you have used the electricity, but with prepay, you are paying in advance, similar to filling the gas tank on your car.

Here's how it works:

- Contact TCEPA to enroll in the Prepay Program.
- Members must meet eligibility requirements.
- An initial \$100 payment must be made to activate the electric account. This fee includes a \$10 Membership Fee, \$15 Deposit, \$25 Connection Fee, and \$50 credit on your new account.
- As energy is used, the balance is reduced.
- The member will receive daily notifications of his or her account balance via text and/or email.
- A prepay fee will apply to all participating accounts. (\$5 per month).
- No late fees.
- Prepay participants will not receive a monthly statement.

Once you have enrolled and your account is active, visit [tcepa.utilitynexus.com](http://tcepa.utilitynexus.com) to set up a portal account. Within the portal, you can monitor your usage and make payments. We also have an app available in the Apple App Store or Google Play that can be found by searching "tcepa". The same login is used for both methods.

For more detailed information on the Prepay Program, contact TCEPA at 662-423-3646 or view the TCEPA Prepay Service Agreement.

## TCEPA PREPAY SERVICE AGREEMENT

Tishomingo County Electric Power Association (TCEPA) is now offering Prepay service to its Members. This service is designed to allow you (Member) to manage your own usage by being able to view daily usage, receive notifications, and make smaller payments as often as you would like or as your budget allows.

### **Member Agreement-Terms and Conditions**

1. TCEPA's Prepay program is available to all single phase, non-demand residential Members having up to a 200 Amp service. Non-residential business commercial, Demand, CT meters, and Members on budget billing are not eligible for this service.

2. Prepay accounts **are not eligible for and will not be considered for credit extension or payment arrangements** due to the fact these accounts are managed by you the Member. Pledges will not be accepted to keep service on. In order to utilize the Prepay program, an account cannot be on bank draft, or auto-pay. Prepay payments will only be accepted by cash or card; no check payments will be accepted.

3. As a Prepay customer, you are not subject to normal collection or delinquent fees. However, a Prepay fee of \$5.00 will be charged to your account monthly to cover the costs associated with your Prepay service. The fee will be prorated and charged daily. This fee is in addition to the standard charges for residential service.

4. New Members of TCEPA must complete a Membership Application. Those who wish to set up a Prepay account will be required to pay a \$10.00 Membership, \$15.00 Deposit, \$25 Connection Fee, and a minimum of \$50.00 toward their Prepay balance. Any outstanding balance associated with the new Member's name must be paid before the Prepay account is activated.

5. Existing TCEPA Members who wish to convert an existing, active account to a Prepay account will have existing deposits, minus \$15 Prepay deposit and \$50 Prepay required starting credit, applied toward any outstanding balance with the remaining credit (if applicable) applied to the Prepay account. All fees and billed usage must be paid before an account can be converted to Prepay.

6. TCEPA Prepay accounts will be equipped with a remote disconnect meter. The customer will be responsible for any damage to the metering device at the meter site and agrees to reimburse TCEPA if any damage occurs to the device. If the meter is tampered with all rules of TCEPA policy will apply.

7. **Prepay accounts do not receive paper statements (bills).** Daily prepaid account history (usage, charges, and payments) will be available via our website [tcepa.utilitynexus.com](http://tcepa.utilitynexus.com) (Customer Portal).

8. As a Prepay Member, you are the sole responsible party for managing and updating the notification settings for your account and for checking your account balance online. If your contact numbers or email are not current, you will not receive notifications and service may be disconnected without further notice. Failure to receive alerts by e-mail or texts, as a result of technical problems on the part of the cooperative, the Member, and/or the telephone or internet service provider, does not negate disconnection of service. Payments may be made in any amount at the TCEPA office, kiosks, by phone at 888-251-7794, via the TCEPA app, or by customer portal at [tcepa.utilitynexus.com](http://tcepa.utilitynexus.com).

9. Members will receive daily notifications of account balance, via text message and/or email. Notification alerts will be sent daily at approximately 7:30 a.m. Disconnect notifications will be sent at approximately 7:30 a.m. and meter will disconnect at approximately 9:00 a.m. If disconnected, once the Member has paid outstanding usage charges and a \$10 reconnect fee, the meter will automatically be armed and ready for reconnection by pushing the black button on the meter.

10. Members enrolled in this program assume responsibility for all electrical appliances and operating systems on the Member's side of the meter (i.e. stoves, heaters, heating systems, irons, hair dryers, computers, etc.) which had been operating at the time of disconnection, and which may then be re-energized at the time of reconnection.

11. Members indemnify TCEPA from any damages whatsoever (personal injury, property damages, business losses, consequential damages, third party damages, etc.) related to the restoration of electric service to the account.

12. At any time, you may elect to convert your account back to a regular post-paid service. However, at that time TCEPA will require full payment of a deposit based on **Credit Check**.

13. Members are limited to enrolling in Prepay no more than 2 times in a 365-day period.

14. If an account is disconnected and does not become active again after 5 days, the account will be considered inactive and will be terminated. A final bill and/or refund will be mailed to the last known mailing address on file.

I understand that the terms and conditions spelled out in the TCEPA Prepay Service Agreement are subject to change. My signature below indicates I have carefully read and understand the terms within the TCEPA Prepay Service Agreement.

TCEPA Account Number: \_\_\_\_\_

TCEPA Membership Number: \_\_\_\_\_

Print Name: \_\_\_\_\_

Member Signature: \_\_\_\_\_

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