



Mountain City: 423.727.1800
Newland: 828.733.0159
Roan Mountain: 423.772.3521
www.mountainelectric.com

Eligibility

New and existing residential members with 200 ampere or smaller service entrances qualify for participation. The member must pay all applicable fees prior to commencement of the service. Existing members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism. Members with heat pump loans, levelized billing, or automatic bank draft are not eligible for PrePay. **You must have access to the internet and have a mobile phone capable of text messaging.**

Security Deposit and Credit Check

PrePay participants are not charged a security deposit. A credit/identity check is required.

Enrollment

A member wishing to enroll in MEC's PrePay program shall submit a completed application for the service to their local MEC service center. A connection fee of \$25.00, membership fee of \$5.00, and credit risk assessment of \$3.00 (New accounts only) and a minimum of \$75.00 for daily usage are required for enrollment. Existing members with billed or unbilled account balances may either pay the existing balance upon enrollment in PrePay or allow MEC to collect the balance through the debt recovery feature of PrePay. Deposits that have been paid on the account will be applied initially to any existing balance and, secondly, will be credited to the PrePay account balance. Once an initial credit balance has been established, participants may make minimum payments of \$25 at any time. PrePay payments may be made with cash, credit cards, or checks via phone, at the MEC web site, or in person at any MEC Office. Prepaid accounts are not eligible for credit extensions or payment arrangements. Once a PrePay account is established and a credit balance is realized, the participant's home energy usage is recorded and charged daily to

the account. The credit balance is reduced by the amount charged until either the balance is exhausted or additional payments are made to the account. Any account that has an exhausted pre-paid balance is subject to immediate disconnection. If a payment is made outside of normal MEC business hours, credit to the account may be delayed. Enrollment is subject to the ability to communicate to the meter at your location.

Debt Management

Existing members with account balances can use the debt management program. If debt recovery is utilized, a minimum of 30% of each payment will be applied to the debt until the balance is eliminated.

Monthly Charge

A recurring monthly administration fee of \$6.00 will be applied to the account for the PrePay program. A reconciliation of your account will occur monthly and will affect your daily balance for that day.

Notification

Participants will receive periodic courtesy notifications of account balances via text messaging and/or email. Balance information may also be retrieved through the website at www.mountainelectric.com. Participants may check daily account balances by visiting a MEC office or by calling your local office. Failure to receive these notifications shall not release customers from payment obligations. Please note that usage alerts received reflects the usage of two days prior.

Customer initials _____

Disconnection

An account will be subject to immediate disconnection any time the account balance reaches \$0.00, including during severe weather conditions. Any returned check or other fees on the account will be charged to the members' account immediately. If this causes the credit balance to be exhausted, service will be subject to disconnection. To restore service,

member must pay a minimum of \$50.00, which includes a reconnection fee of \$25.00. **Prepay accounts are not eligible for arrangements.** If an account is disconnected and is not reactivated within five (5) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Customer initials _____

Reconnection

Participants in the PrePay program understand and agree that disconnected power will be reconnected without prior notice once a credit balance is re-established. Participants will ensure that electrical safety issues are addressed prior to re-establishing a credit balance. MEC is not responsible for damage caused as a result of unsafe conditions in the home when electric service is re-established, e.g. stove is left on with materials on it causing a fire. Participants must ensure that it is safe to restore electric service to their home prior to re-establishing a credit balance.

Customer initials _____

After Hours Payments

After hours payments may only be made online with a credit/debit card or echeck. There will not be a service call made after hours for prepay accounts.

Customer initials _____

Statements

PrePay participants do not receive monthly statements. Members may check balances by calling or visiting their local MEC office or via the MEC website. Balances reflect account information as of the last recorded meter reading and payment.

Cancellation

Participants may convert an account to postpaid electric service at any time provided there is a credit balance on the account and an adequate security deposit is provided. Service terminated at the request of the member will receive a refund of any remaining credit on the account. Participants may only make one switch between PrePay and traditional billing annually.

Applicant Name	Email Address
Account Number	For MEC Use
Primary Cell Phone- Note: This will be the number to receive notifications.	
Mobile Carrier:	
Work Phone:	
Other Contact Number:	
Low Balance Notification When Balance Reaches: \$25.00	Enrolled by: _____
Minimum Payment: \$25 or the amount necessary to re-establish a credit balance of at least \$25 on the account	Debt Recovery: 30% of each payment (minimum)

I/We have read, understand and agree to comply with all PrePay requirements and restrictions. Sign below and initial paragraph above.	
_____ Signature	_____ Date
_____ Signature	_____ Date