

# Prepaid Metering Checklist and Service Agreement

Please return in person to your local district office, email a scan or photo to [ContactUs@ClayElectric.com](mailto:ContactUs@ClayElectric.com), or mail to Clay Electric Cooperative, PO Box 308, Keystone Heights, FL 32656

## **IS PREPAID SERVICE A VOLUNTARY PAYMENT CHOICE?**

Prepaid service is a payment option for our members and is totally voluntary. Instead of receiving a traditional bill, prepaid metering allows members the ability to monitor, manage, and pay for their electricity in advance.

## **WHO IS ELIGIBLE FOR PREPAID SERVICE?**

Prepaid Service is available to residential members.

It is not available if the member is/has:

- Enrolled in Net Metering
- Enrolled in Budget Billing
- Medically Essential
- A Landlord Auto Transfer Account
- An Opt Out Location or has a Non-AMI Meter
- A Commercial Account
- On Group Bill
- On Auto Pay
- A current Contract or Payment Arrangement

## **HOW DOES SOMEONE SWITCH TO PREPAID SERVICE?**

For existing accounts, a member must request transfer to Prepaid Service, pay the full amount due on the existing account or agree to a payment plan offered by the cooperative and establish a minimum initial prepaid balance of \$50.

If the account is new, in addition to the \$50 minimum payment, the member must also pay the standard connect fee of \$30 and \$5 Membership fee.

## **IS THERE A SECURITY DEPOSIT?**

No deposit is required when opening a new prepaid service account.

For existing accounts that are carrying a deposit and wish to switch to prepaid service, a deposit refund will be issued after all indebtedness has been paid. The member may also choose to apply any remaining deposit to any initial signup fees.

## **WHEN IS THE METER READ AND THE ACCOUNT BILLED FOR ENERGY USAGE?**

Each member's meter is read daily and after each reading, the appropriate daily charges are calculated and a debit is applied to the prepaid service account balance. Charges and rates will remain the same.

## **HOW IS BILLING ON THE PREPAID RATE PROCESSED TO MATCH THE BILLING OF OTHER RESIDENTIAL MEMBERS?**

Between monthly billings, a prepaid service will be billed on a daily basis using the actual daily meter readings. The access charge that is normally billed monthly, along with the fixed portion of any local taxes, will be billed at 1/30 of the monthly rate. Fixed charges associated with outdoor lights will also be billed at 1/30 of the monthly rate. Each billing cycle, the cooperative will reconcile all charges for that billing period (more or less than 30 days).

## **HOW DO I TRACK A PREPAID SERVICE ACCOUNT BALANCE?**

No bill for service is mailed to a member opting for Prepaid Service. The member is responsible for monitoring his/her account to ensure that the balance doesn't reach \$0, which would cause disconnection of service. The balance can be monitored:

- Anytime online at the Cooperative's website, [ClayElectric.com](http://ClayElectric.com) or MyClayElectric Mobile App.
- By speaking with a Customer Service Representative from 8:00 a.m. to 5:00 p.m. weekdays at 800.224.4917

## **WHAT WILL THE MONTHLY RATE FOR ENERGY BE ON A PREPAID SERVICE?**

The rate for service will be the same as the current rate offered by the cooperative.

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## HOW CAN I SUBMIT PAYMENTS FOR A PREPAID SERVICE ACCOUNT?

A member can pay for this service using the same method used by other Clay Electric members with the exception of Automatic Bank Draft or recurring credit card. Money can be paid into the account by:

- Check or debit/credit card by phone (844-936-2704) or online at ClayElectric.com
- Check, debit/credit card or cash in person at a Clay Electric office.
- Check or debit/credit card by MyClayElectric Mobile App

## WILL I BE NOTIFIED WHEN MY ACCOUNT BALANCE IS LOW?

The cooperative will provide notifications by a means pre-arranged with each member (email, push and/or text). Notifications will be sent when the account balance drops below \$25 (or a different amount set by the member). The member may also choose to have a third party notified.

## WHAT HAPPENS IF MY ELECTRIC SERVICE IS SUSPENDED?

When the cost of service equals or exceeds the balance in a member's Prepaid Service account, electric service will be disconnected. Electric service will reconnect after the cooperative receives a payment that establishes a positive balance of \$25. If no payment is made to the account for 7 days, the cooperative will consider it inactive and will send a final bill for any outstanding amount due the co-op. Daily prorated fixed charges will continue to be applied to the account until it becomes inactive.

**It is the co-op member's responsibility to monitor the balance in the account to avoid suspension of service.**

## WHAT HAPPENS IF A PAYMENT IS RETURNED/DISHONORED BY MY BANK?

The cooperative will adjust the account balance appropriately and apply the returned check fee. If this action reduces the balance to zero or a negative amount, the member's service will be disconnected.

## CAN I INCLUDE OTHER UNREGULATED SERVICES PURCHASES?

Products and services other than electric service purchased from the cooperative can be included in the billing of the prepaid service.

## CAN FINANCIAL ASSISTANCE BE OBTAINED FOR AN ACCOUNT ON THE PREPAID RATE?

Members eligible for Energy Assistance can receive the benefit in the same fashion as regular-billed members. Those funds deposited on the member's account can be used until depleted.

## WHAT HAPPENS IF I CANCEL THE PREPAID SERVICE?

The member must contact the cooperative and ask to cancel the prepaid service. If there is a credit balance, it will be returned to the member. If there is a debit balance (if more electricity has been used than money in the account) the member will be responsible for covering the deficit. No late fees will be applied to any debit balance. If a member cancels Prepaid Metering Service, a deposit may be required to establish a regular account.

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**I HAVE REVIEWED THESE GUIDELINES ONLINE, IN PERSON, OR BY PHONE WITH A CLAY ELECTRIC COOPERATIVE REPRESENTATIVE. I AGREE TO ACCEPT THE TERMS OF THE COOPERATIVE'S PREPAID ELECTRIC SERVICE.**

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MEMBER SIGNATURE

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
DATE

\_\_\_\_\_  
MEMBER PRINTED SIGNATURE

\_\_\_\_\_  
MEMBER ACCOUNT NUMBER

\_\_\_\_\_  
SERVICE ADDRESS