



# EDUCATIONAL CHECKLIST FOR ENROLLMENT IN NNEC PREPAID SERVICE



**Is Prepaid Service a voluntary payment choice?**

Prepaid Service is a payment choice for our members and is totally voluntary, allowing members to make payments into an account to cover the cost of future energy usage.

**Who is eligible?**

Prepaid Service is available to residential members on the Residential Schedule R Rate.

It is not available if the member ...

- is enrolled in Time-of-Use or Net Metering.
- is enrolled and wishes to remain in the Levelized Billing Program.
- has a Serious Medical Condition filed with NNEC.
- is utilizing the automatic bank draft payment option and wishes to remain in this program.
- entrance size is greater than the rating of the remote disconnect device (200 amps).

**What is the term of the agreement for Prepaid Service?**

All members enrolled in Prepaid Service shall have a 12-month contract, automatically renewing and continuing, unless cancelled by the member. The member may return to traditional billing at any time.

**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 NNEC and establish a *minimum initial prepaid balance of \$25*.
- If the account is new, in addition to the \$25 minimum payment, the member must also pay the standard connect fee of \$20 or \$40.

**Is there a security deposit or credit check?**

- No deposit or credit check 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 as per the Terms & Conditions Section IV.B.8. 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 be the same as for members on a Residential Schedule R.

**How is billing on the prepaid rate processed to match the billing of other residential customers?**

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 Security Lights will also be billed at 1/30 of the monthly rate. Each billing cycle, NNEC will reconcile all charges for that billing period (more or less than 30 days).

**How does the member 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 suspension of service. The balance can be monitored:

- anytime online at the Cooperative's website, [www.nnec.coop](http://www.nnec.coop).
- by speaking with a Member Services Representative 8 a.m. to 5 p.m. weekdays at 800-243-2860 or 804-333-3621.

**What will the monthly rate for energy be on a Prepaid Service?**

The rate for service will be the very same as the current Residential Schedule R Rate offered by NNEC.

*Northern Neck Electric Cooperative is an equal opportunity provider.*

**How can a member submit payments for a Prepaid Service account?**

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

- check or cash in person at NNEC office.
- with check or debit/credit card by phone or online at [www.nnec.coop](http://www.nnec.coop).

**Will the member be notified when their account balance is low?**

NNEC will provide notification by a means pre-arranged with each member (phone, email, push and/or text) when the account balance drops below \$25 (or a higher amount set by the member) or an amount comparable to 5-days estimated usage (or a longer duration set by the member). The member may also choose to have a third party notified.

**What happens if a member's 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 suspended. Electric service will resume within 3 hours after NNEC receives a payment that establishes a positive balance. If no payment is made to the account for 30 days NNEC 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.

**What happens if a payment is returned/dishonored by the member's bank?**

NNEC 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 suspended.

**Can a member include other unregulated services purchases through NNEC?**

Products and services other than electric service purchased from NNEC cannot be included in the billing of the Prepaid Service and must be billed under a separate account.

**Can financial assistance be obtained for an account on the prepaid rate?**

Members eligible for Seasonal Energy Assistance from the Virginia Department of Social Services (VDSS) will receive the benefit in the same fashion as credit-billed members, as a one-time seasonal service deposit by VDSS. Those funds deposited in the member account can be used until depleted.

**What happens if the member cancels the Prepaid Service?**

The member must contact NNEC 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 Service, a security deposit may be required to establish a regular account.

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

I have reviewed these guidelines online, or in person or by phone with an NNEC Member Services Representative, and agree to accept the terms of NNEC's Prepaid Electric Service as outlined in the educational material.

Name \_\_\_\_\_

Signature \_\_\_\_\_

NNEC Account # \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_ Signed by NNEC Member Services Representative with member's permission.

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

Email \_\_\_\_\_