



BENTON COUNTY ELECTRIC SYSTEM

P. O. Box 429

CAMDEN, TN 38320

PAY AS YOU GO AGREEMENT

Initial As a Pay As You Go metering customer, a \$25.00 deposit is required. You will be required to pay a minimum of \$40.00 to activate a Pay As You Go account. This amount will be applied toward future energy usage.

- For Existing Customers all deposits held will be applied toward your current bill and future usage. All charges, new deposit, and unbilled usage must be paid before an account can be converted from postpaid to Pay As You Go, unless you enter into debt recovery.
- For New Customers a \$25.00 set up charge will also be required plus a \$2.70 ID check.
- There will be a \$0.20 per day charge associated with the cost of this program. The benefits include:
 - There will be no monthly bill
 - Account balance, daily usage, alert notification, charges and payments can be viewed on-line at www.myusage.com.
 - There will be no late or disconnect charges

Initial To access your account balance information, you may call 1-877-707-7014 or Login to your account at www.myusage.com or through the Android or iTunes MyUsage app. You must present your ID card at time of payment

Initial You will not receive a monthly bill. Account balance, daily usage, alert notification settings, charges and payments can be viewed on-line at www.myusage.com. This information can also be accessed by calling 1-877-707-7014. You will have a choice of alert notifications and times to choose from. Alerts can be sent via email, phone call or text. **You are solely responsible for managing and updating the alert notification settings on your Pay As You Go Account.** All low-balance and disconnect notices will be sent in the manner you select for your account. Failure to properly maintain your alert notification settings may result in disconnection without further notice. You must maintain a pending disconnect alert. Courtesy calls and paper notices will no longer be sent.

Initial Payments may be made in the office Monday – Thursday 7:00-4:30, Friday 8:00-4:30, over the phone, at our main office 24/7 kiosk; located in the airlock of the lobby. The kiosk accepts cash, check, and credit cards. Payments may also be made via the internet at <http://pay.bcestn.org> with an e-check or credit card 24/7, or by mail. All payments made to your account will post in real time. However, if you decide to mail your payment, be sure to allow enough time for your payment to be received by our office to avoid disconnection. To pay by phone call 1-855-985-1133.

Initial There are no late or disconnect charges. Customer charge, outside light fees and pay as you go fees will be prorated on a daily basis. There will be a reconciliation each month to true-up all charges. A full settlement of the account shall be made when participation in the service ends and the account is final billed. Any remaining credit balance will be refunded or any unpaid balance will be due.

Initial Pay As You Go Accounts are not eligible for credit extensions, payment arrangements, or levelized billing. Any energy assistance will be applied to the Pay As You Go account once payment is received by our office. **Pledges or promises will not be accepted to keep electricity on or change from traditional to Pay As You Go service.**

Initial Electric service will be subject to automatic disconnection if at any time the account does not have a credit balance. If service is disconnected, any outstanding balance and the minimum credit balance of \$20.00 must be paid before service will be restored, plus a minimum debt recovery amount if applicable.

If debt recovery:

Example: \$20.00 minimum balance (36.00/0.6 = 60.00 X 40% = 24.00 + 36.00 = \$60.00)
\$16.00 kWh used past \$0 balance
\$36.00

___ **Initial** Once you sign up for Pay As You Go, you must stay on it for six (6) months. If you change locations, your six months will start over at new location.

___ **Initial** If an account is disconnected and does not re-activate within 7 days, the account will be considered closed and BCES will mail a final bill or refund to the last known address on file. If the account is re-opened, the account set-up and deposit charges will apply.

___ **Initial** If returned payments such as a bad check, are received on the account, the amount of the returned payment and a \$40.00 returned check charge will be applied to the member's account immediately. If this causes the credit on the account to be exhausted, service will be disconnected the following day.

___ **Initial** BCES is not responsible for customer's email, phone or texting fees.

___ **Initial** If there is an amount owing from previous bills from anyone in household or unbilled usage at the time of converting to a Pay As You Go account, a percentage of future payments will be applied to that amount until paid in full. The percentage will be **40%** on all debt recovery until paid in full.

___ **Initial** If after six (6) months, a Pay As You Go customer wants to convert the Pay As You Go metering account back to a traditional account, all traditional policies and charges apply and any remaining balance must be paid in full. All unpaid debt must be paid.

Amount to Debt Recovery: \$ _____

Money Paid Today

\$25.00 Deposit

\$25.00 Connection/Program Startup

\$40.00 Electrical Energy

\$ _____ Additional Electric Paid

\$ _____ TOTAL PAID TODAY

Login (email) _____ Account # _____

Password: default is "password" (This password should be changed in the settings tab when you log in to your account.)

Low balance Alert Amount: **\$10.00**

All Customer will receive the following notices: Low Balance, Pending Disconnects, Disconnect to their text capable cellphone. If you cannot receive text, a voice call will be made. It is customer's responsibility to maintain correct contact information.

Cell/Text Phone # _____ Voice Phone #1 _____

Account setup by CSR: _____

I understand and agree to the terms of this agreement and furthermore understand that it is my responsibility to make sure that I maintain money in my Pay As You Go account to continue electric service.

Customer's
Signature: _____

Date: _____

Witness'
Signature: _____

Date: _____