



# PREPAID METERING AGREEMENT

- **Security Deposits and Late Fees:** As a prepaid customer, the normal security deposit for a residential account is not required and you are not subject to normal residential account late fees. In the event that service is disconnected, all applicable collection and reconnection fees will apply.
- **New Customers:** New customers electing prepay metering will need to complete a membership application if an application is not currently on file. A membership fee of \$5.00, an account establishment fee of \$25.00, and a minimum of \$50.00 for daily usage/monthly fees (\$80.00 minimum total) are required for initial service. Prepaid accounts will be charged a \$7.00 monthly prepaid service fee, as well as standard residential energy and monthly service charges.
- **Existing Customers:** When your account is converted to prepaid, your existing deposit (if applicable) is applied toward any outstanding balance with the remaining credit (if applicable) applied to your prepaid service. All fees and unbilled energy must be paid before an account can be converted from post paid to prepaid. Prepaid accounts will be charged a \$7.00 monthly prepaid service fee, as well as standard residential energy and monthly service charges.
- **Bill Viewing and Bill Calculation:** Central Georgia EMC is providing a service so you can view your daily usage, receive notifications, make smaller payments as often as you would like or as your budget allows, and does not require a security deposit. The prepaid account will be calculated daily with daily adjustments of all charges and fees deducted from the prepaid credit balance. The account will be reconciled once per month.
- **Billing:** Prepaid accounts do not receive paper statements (bills). Daily prepaid account history (usage, charges and payments) will be available by phone, via the internet at [www.cgemc.com](http://www.cgemc.com), or the CGEMC mobile app . The website and app will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your prepaid account(s). If your contact numbers and/or email address are not current, you will not receive notifications and service may be disconnected without further notice. It is strongly recommended that you maintain a pending disconnect notification on your account.

Prepaid customers who do not have access to the internet can retrieve their current balance, payment, and usage history by calling the toll free number 1-800-222-4877 or 770-775-7857.

- **Payments:** Payments can be made at the CGEMC office during working hours. Payments can be made 24 hours a day via credit card, debit card, or check through the IVR system at 770-775-7857 or 1-800-222-4877, online at [www.cgemc.com](http://www.cgemc.com), or using the CGEMC mobile app.

*Agency awards will not be considered as payment and will not postpone the termination of service. It is the Customer's responsibility to maintain a credit balance on their Prepay account until CGEMC receives the actual payment for the Award.*

- **Disconnection and Minimum Payments for Reconnection:** A prepaid account will be subject to immediate disconnection any time your account does not have a credit balance including weekends, holidays or during severe weather conditions. A reconnect fee will be required each time your service is disconnected. In addition to the reconnect fee, prepaid accounts will be required to purchase a minimum of \$30.00 prepaid electric service, as well as any unpaid balance, before service is reconnected.
- **Returned Checks:** Any returned checks or charge back fees will be charged to the customer's account immediately. If this causes the credit balance to be exhausted, service will be disconnected within 24 hours.
- **Payment Arrangements:** Prepaid accounts are not eligible for payment arrangements.
- **If an account is disconnected and does not become active after three (3) days,** the account will be considered inactive and Central Georgia EMC will mail a final bill to the last known address on file.
- **Termination of Service and Final Billing:** Service terminated at the request of the customer will receive a refund of any remaining credit on the account after all final bill amounts have been calculated.
- **Conversion to Post-paid Service:** You may elect to convert your account to post-paid service at anytime. The Cooperative may require full payment of the deposit as a condition of continued service.

*My signature below indicates I have carefully read and I understand the terms within the PREPAID METERING AGREEMENT with Central Georgia EMC.*

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Signature \_\_\_\_\_ Date \_\_\_\_\_

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Printed Name \_\_\_\_\_ Member Separator \_\_\_\_\_

*Central Georgia EMC is an equal opportunity provider and employer.*



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Signature Date

\_\_\_\_\_  
Printed Name Member Separator