



Pay-As-You-Go Terms of Service

Applicability/Availability: Wake Forest Power Pay-As-You-Go metering program is available to all single phase, non-demand residential customers that have 200 AMP service. Life Support and Medical Alert accounts are not eligible for Pay-As-You-Go service. Energy payment assistance needs to follow the accepted payment methods for Pay-As-You-Go accounts.

New Customer: New customers opting in to Pay-As-You-Go will be required to complete an application. The standard new account fee of \$15.45, and minimum of \$34.55 for daily usage (\$50 minimum total) is required for initial service. Pay-As-You-Go accounts will be charged the standard base fee charges and the standard residential energy rate.

Existing Customers: Existing customers opting to convert their account to Pay-As-You-Go will have any existing deposits applied to their account balance. Customers must pay in full all pre-existing fees and unbilled energy or select to participate in the debt management program before an account can be converted from post-paid to Pay-As-You-Go. The new Pay-As-You-Go account must have a minimum balance of \$50 to begin service.

Debt Recovery: Existing customers with account balances can use the debt management program. For each payment that is made on the Pay-As-You-Go account a portion will go toward the outstanding account balance. If debt recovery is utilized, 25% of each recharge (payment) will be applied to the debt until the balance is eliminated. Debt recovery will not be applied to the initial \$50 minimum balance.

Payments: Payments can be made at remote payment stations during normal working hours. Payments can be made 24 hours a day via MasterCard or Visa credit card or debit card, or check through the automated call system at 919-283-5757, or online at www.wakeforestnc.gov/customerservice.aspx. Cash payments can be made 24 hours a day at any Money Gram® location.

Bill Viewing and Bill Calculation: Wake Forest Power will provide a service so you can view your daily usage, receive notifications, and make smaller payments as often as you would like or as your budget allows. The Pay-As-You-Go account will be calculated daily with daily adjustments of all charges and fees deducted from the Pay-As-You-Go credit balance.

Billing: Pay-As-You-Go accounts do not receive paper statements. Pay-As-You-Go accounts are not eligible for e-bills. Daily Pay-As-You-Go account history (usage, charges and payments) will be available by phone or via the internet at www.wakeforestnc.gov/customerservice.aspx. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the 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 maintain your notification settings may result in disconnection without further notice. Notifications can be sent via email, text, or phone calls.

Disconnection and Minimum Payments for Reconnection: A Pay-As-You-Go account will be subject to automated mechanical disconnection any time your account does not have a credit balance. Any returned checks or other fees on the account will be charged to the customer's account immediately. If this causes the credit balance to be exhausted, service will be subject to disconnection. To restore service, you must recharge your account to a minimum of \$20 on top of any accumulated charges.

Payment Arrangements: Pay-As-You-Go accounts are not eligible for payment arrangements with the Town of Wake Forest outside of the debt management program at the initial setup.

If an account is disconnected and does not become active after seven (30) days, the account will be considered inactive and Wake Forest Power 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 from Pay-As-You-Go to post-paid service at any time, although you will be required to pay all account balances and may be subject to required deposits. You must wait at least 6 months before returning to Pay-As-You-Go.

If ever in conflict with the general Service Rules and Regulations, the terms of service apply.

Safety Notice: If disconnected for non-payment, member will be responsible for safety of persons and property when service is re-established by payment.

My signature below indicates I have reviewed and agree to the terms of service for Pay-As-You-Go accounts.

CUSTOMER SIGNATURE

DATE

