

And put an end to your monthly bill.

Pay-As-You-Go service allows you to purchase your electricity *before you use it*, giving you control over your costs.

Satisfaction guaranteed.

If you ever become dissatisfied with the Pay-As-You-Go plan, you may elect to convert your account back to traditional billing service. Please note: you will be required to pay all account balances and may be subject to required deposits. If you leave the Pay-As-You-Go plan and decide to come back, you must wait six months before returning to the program.

For more information about Pay-As-You-Go, visit www.wakeforestnc.gov/payasyougo_faqs.aspx or call Customer Service at (919) 435-9478.

Sign up today.

Application forms are available at:

- www.wakeforestnc.gov/customerservice.aspx
- customer service counter in town hall

You may also request an application from Customer Service Supervisor Andrew Brown at (919) 435-9466 or abrown@wakeforestnc.gov. Completed forms can be dropped off at town hall or mailed to:



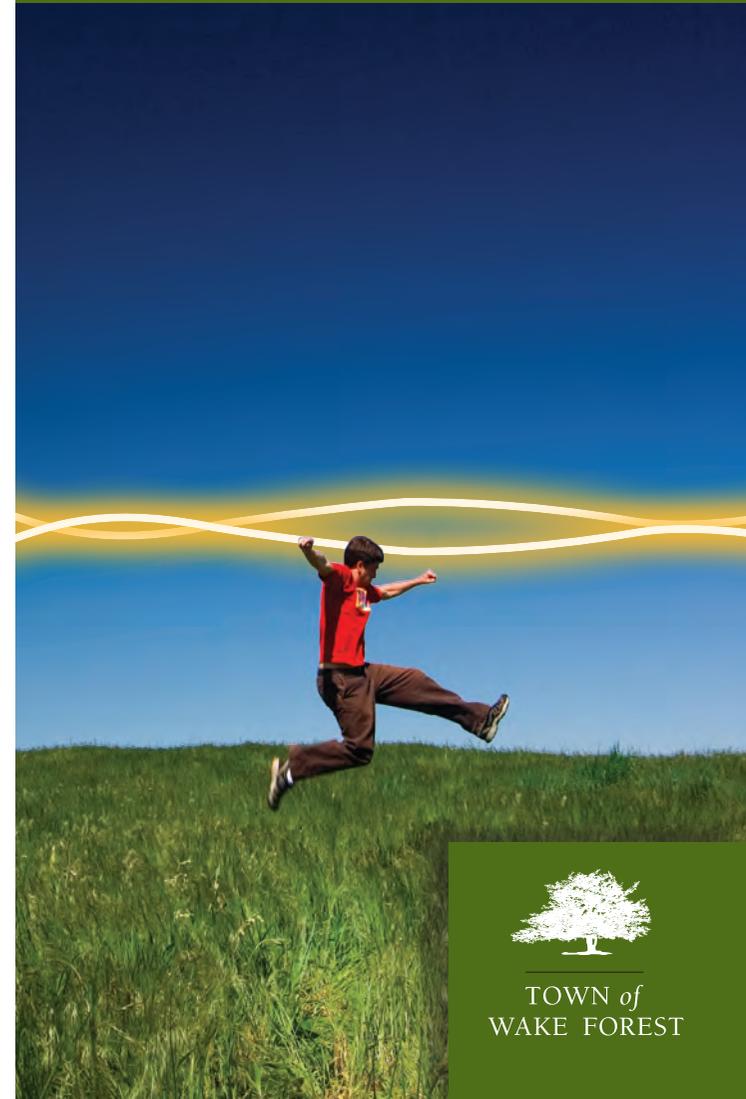
WakeForest
POWER

TOWN of WAKE FOREST
301 S. Brooks St., Wake Forest, NC 27587
(919) 435-9400
www.wakeforestnc.gov



Take charge of your electric costs

PAY-AS-YOU-GO ELECTRICITY



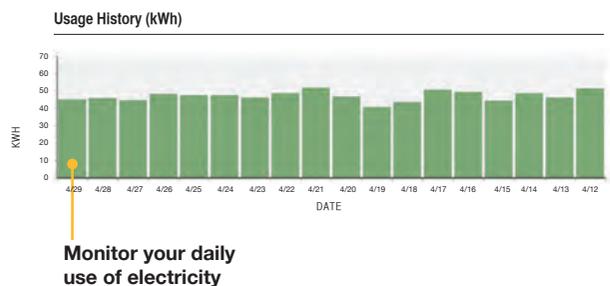
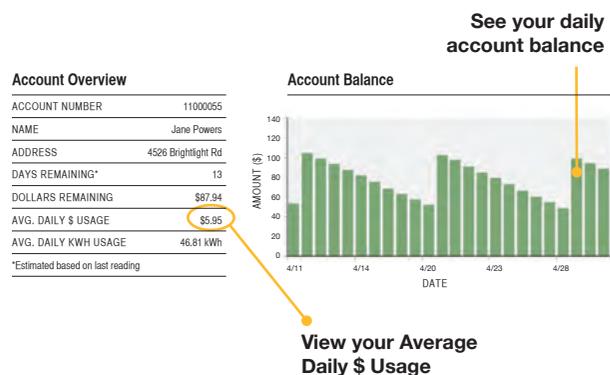
TOWN of
WAKE FOREST

Pay when you want, and how much you want.

By paying for your electricity before you use it, you'll be able to decide how much you pay, and when you pay. You can load up for months at a time or add funds throughout the month, whichever works best for you.

View your usage and balance at any time.

Pay-As-You-Go allows you to log in to your account and see how much electricity you are using on any given day. Adjust your thermostat a few degrees and see what happens to your costs. It's all in your hands.



No electric bills. Ever.

Under the Pay-As-You-Go plan, you will not receive a monthly bill. Instead, the cost of the electricity you use will be deducted from your pre-paid account on a daily basis.

What does it cost? Pay-As-You-Go electricity service uses the same rate as traditional billing service. Customers using either service pay a \$9.89 monthly base charge plus the same rate for kilowatt usage. There is no additional cost for Pay-As-You-Go.

If you are a Wake Forest Power customer, you can convert your account to Pay-As-You-Go service by signing up for the program and placing a minimum of \$50 in the account for daily usage. New customers with no application on file can sign up for Pay-As-You-Go when applying for electric service. New customers will be required to place a minimum of \$50 in the account (\$15.45 of this initial payment will be applied to the one-time new account fee).

Where do I make payments? Payments to your account can be made at:

- www.wakeforestnc.gov/customerservice.aspx: 24-hours-a-day
- 919-283-5757: 24-hours-a-day via credit card or debit card
- computer kiosks in the lobby of Wake Forest Town Hall during business hours (Mon-Fri, 8 am-5 pm) via credit card only (no payments accepted at the customer service counter)
- Money Gram™ locations (at most Walmarts and CVS Pharmacies)

How can I check the balance in my account?

It's easy to access your Pay-As-You-Go account information at www.wakeforestnc.gov/customerservice.aspx. Or, call (919) 283-5757 to hear your balance.

How do I know if my account is running low? If your balance is running low, you will receive periodic notifications reminding you to add funds to your account. You can select to receive these notifications by phone, email or text—or all of the above.

What if my account runs out? If your account balance drops to zero, your electricity will be turned off. This automatic disconnection will happen during regular business hours, Mon-Fri, 8 am-5 pm, excluding holidays.

No reconnection fees or late fees.

If the funds in your account run out, your electricity will be turned off. To turn your power back on, simply deposit more money into your account, *any time day or night*, and your power will be automatically restored within one hour of processing your payment. There is no fee for reconnecting your power.

No deposit.

The Pay-As-You-Go plan does not require a deposit and you will not be penalized for disconnects and reconnects. If you are on traditional billing service and you have an overdue balance, you can elect to participate in the debt management program that's available to Pay-As-You-Go customers.

Eligibility: To participate, you must be a Wake Forest Power customer with a 200 amp single phase, non-demand residential account. Life Support and Medical Alert accounts are not eligible for Pay-As-You-Go electricity service. Payment arrangements are not allowed on Pay-As-You-Go accounts. Energy payment assistance needs to follow the accepted payment methods for Pay-As-You-Go accounts.