



Wake Forest Pre-Pay Power Application

ACCOUNT INFORMATION

Please provide the following information:

PRIMARY CONTACT (first and last name)

ALTERNATE CONTACT (if applicable)

PROPERTY ADDRESS

MAILING ADDRESS (if different from above)

HOME PHONE

CELL PHONE

EMAIL ADDRESS

DATE TO BEGIN SERVICE

FOR STAFF USE ONLY

Account Number: _____

Debt Management

Overdue balances from the traditional post-paid service of \$500 or less are eligible to participate in the Pre-Pay Power debt management program. When a payment is made to the Pre-Pay Power account, 25% of the payment will be automatically applied toward the debt management program.

Check one of the following:

- Customer would like to pay final post-paid account in full. A final bill will be sent. Failure to pay by the due date will result in that amount being transferred to their Pre-Pay Power account.
- Customer would like to bring post-paid balance over to Pre-Pay Power account.

Overdue amount applied to debt management: _____

Services received on this account (check all that apply):

- Electricity
- Area Light
- Load Management (indicate types):
 - Water Heater
 - Heat Strips
 - 50% air
 - 100% air

ALERTS AND REMINDERS

The Town of Wake Forest will send you important notifications regarding your Pre-Pay Power account. These notifications include low balance alerts and receipts. You do not receive a paper bill.

How would you like to receive alerts and reminders regarding your account? (check as many as you prefer)

- Text Message Email Phone Message

In what language do you prefer to receive alerts and reminders?

- English Spanish

Please sign below. Your signature authorizes the Town of Wake Forest to set up your Pre-Pay Power account with the options indicated above. You also agree to the Pre-Pay Power Terms of Service. By signing, you agree to remain on the Pre-Pay Power program for a period of at least six (6) months.

CUSTOMER SIGNATURE

DATE





Wake Forest Pre-Pay Power Terms of Service

Applicability/Availability: Wake Forest Pre-Pay Power 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 Pre-Pay Power service. Accounts receiving energy payment assistance need to follow the accepted payment methods for Pre-Pay Power accounts.

New Customer: New customers opting in to Pre-Pay Power will be required to complete an application and remain on the program for a period of six (6) months. You must wait at least six (6) months before returning to Pre-Pay Power. A minimum of \$50 is required for initial service. Pre-Pay Power accounts will be charged the standard new account fee of \$15 plus tax, standard base fee charges and the standard residential energy rate.

Existing Customers: Existing customers opting to convert their account to Pre-Pay Power will have any existing deposits applied to their account balance. Customers must pay in full all pre-existing fees and unbilled energy or request to participate in the debt management program before an account can be converted from post-pay to Pre-Pay Power. The new Pre-Pay Power account must have a minimum balance of \$50 to begin service and you are required to stay on the program for a period of six (6) months. You must wait at least six (6) months before returning to Pre-Pay Power.

Debt Recovery: Existing customers with account balances can use the debt management program. For each payment that is made on the Pre-Pay Power account a portion will go toward the outstanding account balance. If debt recovery is utilized, at least 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, Visa or American Express credit/debit cards or through the automated call system at 919-283-5757, or online at <https://wakeforest-myacct.smartgridcis.com>. Cash payments can be made 24 hours a day at any Money Gram location. Personal checks are not acceptable forms of payment on this program.

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 Pre-Pay Power account will be calculated daily with daily adjustments of all charges and fees deducted from the Pre-Pay Power credit balance.

Billing: Pre-Pay Power accounts do not receive paper statements. Pre-Pay Power accounts are not eligible for e-bills. Daily Pre-Pay Power account history (usage, charges and payments) will be available by phone or via the internet at <https://wakeforest-myacct.smartgridcis.com>. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your Pre-Pay Power 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 Pre-Pay Power account will be subject to automated disconnections any time your account does not have a credit balance. To restore service, you must recharge your account to the requested reconnect amount (which is the past due amount plus two times your burn rate).

System Maintenance: During planned electric system maintenance, Pre-Pay Power will temporarily stop calculating your usage. Once maintenance is complete, the system will update your account and start tracking your usage again. If this causes the credit balance to be exhausted, service will be subject to disconnection. We suggest you apply at least ten days worth of payments to your account before the scheduled maintenance.

Weather Moratorium: During anticipated extreme weather conditions, the town may choose to issue a weather moratorium that disables all accounts from being disconnected. Once the weather moratorium is complete, the system will update your account. If this causes the credit balance to be exhausted, service will be subject to disconnection.

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

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. 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 any customer owing more than one dollar (\$1) to the last known address on file.

Conversion to Post-paid Service: You may elect to convert your account from Pre-Pay Power to post-pay service after six (6) months. To convert, you will be required to pay all account balances and may be subject to a deposit. You must wait at least six (6) months before returning to Pre-Pay Power.

Safety Notice: If disconnected for non-payment, customer 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 Pre-Pay Power accounts.

CUSTOMER SIGNATURE

DATE

