



# Excelsior EMC

pay•your•way  
a prepay billing solution

## SERVICE AGREEMENT

**Availability/Applicability:** Pay-Your-Way metering program is available to consumers for single-phase service in all territory served by the Cooperative where Automatic Metering Infrastructure (AMI) with acceptable network coverage is available. It is applicable, as an optional rate, to Farm (except seasonal) and Home Consumers for farm and home use and to churches, schools and community halls whose load requirements do not exceed 50 kVA of installed transformer capacity, subject to the established rules and regulations of the Cooperative.

**New Members:** New Members requesting Pay-Your-Way metering will be required to complete a membership application and establish an account as outlined in the Service Rules and Regulations of Excelsior EMC. A \$25.00 membership fee, a \$25.00 account establishment fee, a \$25.00 deposit, and a minimum of \$50.00 for daily usage (\$125.00 minimum) is required to initiate service.

**Existing Members:** Existing Members who wish to convert their account to Pay-Your-Way will have any existing deposit in excess of \$25.00 applied to their account balances or to their Pay-Your-Way account. Members must pay in full all pre-existing fees, deposit and unbilled energy or select to participate in the debt management program before an account can be converted from postpaid to Pay-Your-Way. The new Pay-Your-Way account must have an initial minimum balance of \$50.00 for daily usage.

**Debt Management:** Existing Members with account balances can use the debt management program. For each purchase that is made on the Pay-Your-Way account, 50% of each payment will be applied to the outstanding debt until the balance is eliminated. Debt management will not be applied to the initial \$50.00 minimum balance.

**Contract for Service:** When establishing service to an existing location, a one (1) year contract is required of any account that is not a permanently occupied residence. When establishing service to a new location, a five (5) year contract is required of any account that is not a permanently occupied residence.

**Rate:** Pay-Your-Way program accounts will be charged the same kWh rate as the traditional postpay residential accounts. The monthly minimum customer charge is \$1.14 per day compared to \$20.00 monthly for postpay accounts. There are no late fees and no reconnect fees.

**Billing & Payments:** Payments may be made at either Cooperative office using cash, check, or credit card. Payments by phone can be made at (912) 685-2115 or (912) 764-2123 using a credit card or e-check. The Cooperative website, [www.excelsioremc.com](http://www.excelsioremc.com), accepts payments by credit card and e-check. A convenience fee of \$4.00 applies to all credit card and e-check payments. Payments can be made by mail but the Member must ensure that the payment will be received before their account balance reaches zero if the Member wishes to avoid an interruption of service. The web site allows viewing of your daily usage and also allows you to modify notifications and alert settings. Please use the web site to verify your alert settings and all contact information. **You will not receive a monthly bill.**

**Payment arrangements cannot be made on Pay-Your-Way accounts.**

**Connect/Disconnect:** Electric service will be subject to immediate disconnection if at any time your account does not have a credit balance, including weekends and holidays. Any returned checks or other fees on the account will be charged to the Member's account immediately. If service is disconnected, any outstanding balance must be paid in full to reactivate the account. In addition, you will be required to add a \$5.00 minimum energy credit to restore electric service. If your account is disconnected, and does not become active after fourteen (14) days, the account will be closed and a final bill will be mailed to the address on file. If at any time a Pay-Your-Way Member wants to convert his account to a postpay account, a deposit will be required based on the Service Rules and Regulations. If service is terminated at the Member's request, a refund of any remaining credit and deposit on the account will be issued.

**Remote Connections:** The Member acknowledges that electric service may be established and restored remotely and immediately. The Member must ensure that all electric appliances are turned off or otherwise rendered in a condition safe to be re-energized prior to the Member making application for service or making payment during a period of service suspension.

**Medical Conditions:** Members who have household members with medical conditions or other unique situations must determine whether the Pay-Your-Way program is appropriate for their needs. Member assumes all risks and responsibilities for purchasing adequate amounts of energy to maintain electric service. Regardless of the rate or type of service, the Cooperative cannot, and does not, warrant that electric service will be uninterrupted.

**I understand it is my responsibility to ensure that I maintain a credit balance to continue service. I further acknowledge that I understand the terms of this agreement.**

Member's Signature

Date

Account Number

(Rev 11/2018)