



Pay-As-You-Go Application

ACCOUNT INFORMATION

Please provide the following information:

ACCOUNT NUMBER

DATE TO BEGIN SERVICE

PRIMARY CONTACT (first and last name)

ALTERNATE CONTACT (if applicable)

PROPERTY ADDRESS

MAILING ADDRESS (if different from above)

HOME PHONE

CELL PHONE

EMAIL ADDRESS

SECOND EMAIL ADDRESS (optional)

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

- Electricity Area Light Load Management*

*If you participate in load management, please specify type:

- Water Heater Heat Strips 50% Air 100% Air

ALERTS AND REMINDERS

The Town of Wake Forest will send you important notifications regarding your Pay-As-You-Go account. These notifications include low balance alerts and receipts.

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 Pay-As-You-Go account with the options indicated above.

DEBT MANAGEMENT (optional)

If you are carrying an overdue balance from the traditional post-paid service, you can elect to participate in the Pay-As-You-Go debt management program. Only balances of \$500 or less are eligible.

If you are carrying an overdue balance, please choose one of the following:

- I would like to pay my overdue balance from my post-paid account in full. Please send me a final bill.
 I would like to bring my balance over to my Pay-As-You-Go account.

Overdue amount applied to debt management: _____

When you make a payment to your Pay-As-You-Go account, 25% of the payment will be automatically applied toward your existing debt.

CUSTOMER SIGNATURE

DATE





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, 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 or Visa credit card or debit card through the automated call system at 919-283-5757, or online at www.wakeforestnc.gov/customer-service.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/customer-service.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 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.

System Maintenance: During planned electric system maintenance, Pay-As-You-Go will temporarily stop calculating your usage. Once maintenance is complete, the system will update your account and start tracking your usage again. To help ensure you do not experience a sudden dramatic increase in the amount of your usage when the system comes back on-line, we suggest you apply at least ten days worth of payments to your account before the scheduled maintenance.

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

