

## GALLATIN DEPARTMENT OF ELECTRICITY

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## **PREPAID METERING - FREQUENTLY ASKED QUESTIONS**

### **What is prepaid electric service?**

Prepaid electric service is electricity you pay for before you use it. This program allows you to manage your payment schedule and monitor your daily usage.

### **Are there any requirements to participate in the Pre-Pay program?**

- You must be a residential customer.
- Service size to the home must be 200 amps or less

### **Who is not eligible to participate in Pre-Pay?**

- Customers enrolled in our "Bank Draft" Program
- Customers enrolled in the "Levelized Billing" Program
- Customers with "contracts"
- Customers on "Life Sustaining Medical Hardship" aka "Life Support" Program
- Multimeter/Solar accounts
- Customers enrolled in "Invoice Billing"

### **How do I know if Pre-pay is the right choice for me?**

There are several factors to consider before signing up for Pre-Pay.

- To provide you with continuous electric service, the customer must be able to prepay on a timely basis.
- If you fall below the disconnection threshold, your power will be disconnected with little/no notice
- You must be able to receive electronic notifications via email or text
- You will not receive a monthly bill

Questions to consider before signing up for Pre-Pay

- Do you prefer to pay as you go?
- Do you prefer to pay a lower deposit? (in most cases)
- Are you okay with not receiving a monthly paper bill?
- Do you want to reduce and monitor your energy usage?

### **How do I start Prepaid electric service?**

If you are an existing customer and wish to switch from monthly billing to prepaid service, you will need to fill out the "Prepaid Metering Agreement". Any deposit associated with the existing

account will be applied to all past due and current charges. Any remaining deposit will then be applied to the prepay account as a credit toward future energy purchases.

If you do not have existing service, you will need to complete an application for service **and** the “Prepaid Metering Agreement”. GDE will perform a credit risk to verify identity and check for unpaid balances on inactive accounts. All applicable fees, rate, and charges as well as security deposit requirements apply to Prepay accounts. If any unpaid balances exist, half of the unpaid balance must be paid prior to enrollment. The remainder will be placed into Debt Management, with 50% of future payments applied to the prior balance and 50% applied to the prepaid balance for future usage.

### **What are the fees associated with establishing a Pre-Pay account?**

There is a \$50.00 deposit, applicable meter set fee, and \$50.00 prepayment for future service and payment for prior balance (if applicable) is required.

### **How can I avoid having my prepaid electric service disconnected?**

Continuous electric service depends on you prepaying for service in advance. You are responsible for keeping your account balance at or above the disconnection threshold or service may be disconnected. It is very important that you are aware of the minimum balance required to avoid disconnection.

If your balance falls below your disconnection balance, you will be disconnected with little notice. You will be notified by email and/or text message when your account reaches -\$15.00. **It is the sole responsibility of the customer to regularly monitor the balance on prepaid accounts.**

### **How to I restart prepaid service if my electricity is disconnected?**

If your service has been disconnected, and your account has a positive balance, you must pay off that amount before reconnecting service plus a \$15 credit will be required before service will be restored. If the account remains disconnected for 14 days, the account will be finalized. A new account will have to be initiated to connect service. **Medical conditions and/or inclement weather will NOT postpone disconnection.**

### **If I move to another address, can I transfer my prepay account to that location?**

Yes. If the new location you are moving to is equipped with an eligible AMI meter, you can continue your enrollment in the pre-pay program.

### **What if I still have money in my account when I transfer to another location?**

Funds are held in your account, not the meter. So, once your previous account has been final billed and the usage deducted from your balance, any remaining credit will be transferred to the new account to use at the new location.