

GALLATIN DEPARTMENT OF ELECTRICITY

P.O. BOX 1555 • 135 JONES STREET
GALLATIN, TENNESSEE 37066
(615)452-5152 • FAX: (615)452-6060
www.gallatinelectric.com



Prepaid Metering Service Agreement

Eligibility / Sign-up

Gallatin Department of Electricity (Hereinafter referred to as GDE) offers a prepaid metering option (“Prepay”) to any Residential electric customer, except for: 1) accounts on Bank Draft, 2) accounts on leveled billing, 3) accounts with service size greater than 200 amps, 4) accounts with contracts, 5) accounts on “Life Sustaining Medical Hardship” aka “Life Support”, 6) Multi-metered accounts aka “Solar” meter accounts, 7) “Invoice” billed accounts. A valid email address and phone number are required. It is the customer’s responsibility to provide accurate contact information. GDE will not refrain from disconnection due to inaccurate contact information or undeliverable notifications. **It is the sole responsibility of the customer to regularly monitor the balance on prepaid accounts.**

New GDE customers

To enroll, customers must complete an application for service as well as the Prepaid Metering Agreement. GDE may perform a credit risk to verify identity and check for unpaid balances on inactive accounts. All applicable fees, rates, and charges as well as security deposit requirements apply to Prepay accounts. If any unpaid balances exist, half of any 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.

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

Existing GDE customers

For existing customers, any deposit associated with the account will first be applied to all past and current charges. Any remaining deposit will then be applied to the prepay account as a credit towards future energy purchases. The account must meet the minimum requirements listed above at time of setup. If after the deposit is applied to all past and current charges and the account still has an unpaid balance, 50% of the unpaid balance may be eligible for debt management with the other 50% due at setup. **If the account was disconnected for non-payment, the reconnect fee must also be paid prior to enrollment in the program.**

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

Billing / Payments

Prepaid accounts will bill for usage and charges every day of the week (including weekends and holidays) and billed amounts will be deducted from the prepaid balance daily. Balances reflect account usage information as of the midnight reading and all payments currently received. Payments made to incorrect accounts can only be corrected during business hours provided the information regarding the payment can be verified.

Prepaid accounts will be subject to remote disconnection following the prepaid calculation on **any** day when the prepaid balance reaches \$0 or a positive dollar amount (**including weekends and holidays**).

Prepaid accounts will NOT receive paper billing statements monthly. Balance information is sent daily via text message or email notification. Balance information will also be available on the Customer Service Portal or by visiting the GDE office at 135 Jones St. Gallatin, TN during business hours.

Following the daily Prepaid bill calculation, low balance notifications may be sent by email or text message if the Prepaid balance falls below -\$15.00.

Signing this agreement is your consent to receive text and/or email notifications.

The following payment options are available:

(Please keep account number available at all times to expedite payments or inquires on account)

In person at GDE office 135 Jones St. Gallatin, TN 37066 during business hours. A night depository is available; however, payment will not be posted until the next business day. A kiosk is available for payments in the foyer 24/7 provided the customer has their account number. **Minimum Payments through a customer service representative at the office will be \$25.00.**

Online payments available at www.gallatinelectric.com provided the customer has their account number.

Phone payments available 24/7 by IVR (Automated) 1-877-712-5733 or with a Live Agent from 7am-7pm at 1-877-876-7076 provided the customer has their account number available.

Energy Assistance or other types of assistance will be applied to the prepaid account only upon receipt.

If a returned check or electronic chargeback is received on the account, the amount of the return and a return fee of \$30.00 will be charged to the account immediately. If this causes the credit balance to be entirely depleted, service may be disconnected on the same business day.

Notices / Disconnection

The customer agrees to allow GDE to notify them via email and/or text message when the account is below -\$15.00. **It is the sole responsibility of the customer to regularly monitor the balance on prepaid accounts.** If the account is disconnected, power will be reconnected at such time that the payment has been fully processed. The balance owed on the account plus a \$15.00 credit will be required before service will be reconnected. When prepaid service has been disconnected without payment 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.**

Termination of Prepay Service

A Prepaid customer may opt out of Prepaid service at any time after the minimum enrollment period of 3 months. Upon opting out of Prepaid service, GDE may require full payment of the account balance and/or a deposit (determined by credit risk) as a condition of continued electric service. If the customer requests to terminate service, any remaining credit balance will be refunded once all payments have cleared, and the account has been "final billed". The refund will be mailed in the form of a check to a forwarding address. Please allow 2-3 weeks of processing time for reimbursement once the account has been closed.

Other

GDE's Rules and Regulations will apply to the customer's electric service except as modified herein the Prepaid Metering Service Agreement. The prepaid service program is subject to change, and GDE reserves the right to modify or terminate the program at any time.

I have read and agree to the terms of the program _____/_____

Customer signature

Date

Customer Name (Printed) _____

Customer Account Number _____

Email Address _____

Phone Number to receive text message _____