



Pay-As-You-Go (PAY-Go) Enrollment Form

Eligibility

New and existing residential members with 200 ampere or smaller service entrances qualify for participation. The member must pay all applicable fees prior to commencement of the service. Existing members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism. Members with heat pump loans, budget billing, surge protection or automatic bank draft are not eligible for PAY-Go.

Security Deposit and Credit Check

PAY-Go participants are not charged a security deposit. A credit/identity check is required.

Enrollment

A member wishing to enroll in SVEC's PAY-Go program shall submit a completed application for the service to their local SVEC service center. A connection fee of \$25.00 and a minimum of \$100.00 for daily usage (\$125.00 minimum total) is required for enrollment. Existing members with billed or unbilled account balances may either pay the existing balance upon enrollment in PAY-Go or allow SVEC to collect the balance through the debt recovery feature of PAY-Go.

Deposits that have been paid on the account will be applied initially to any existing balance and, secondly, will be credited to the PAY-Go account balance.

Payments

Once an initial credit balance has been established, participants may make minimum payments of \$40 at any time. PAY-Go payments may be made with cash, credit cards, or checks via phone, at the SVEC web site, or in person at any SVEC service center. Prepaid accounts are not eligible for credit extensions or payment arrangements. Once a PAY-Go account is established and a credit balance is realized, the participant's home energy usage is recorded and charged daily to the account. The credit balance is reduced by the amount charged until either the balance is exhausted or additional payments are made to the account. Any account that has an exhausted pre-paid balance or has a check returned, is subject to immediate disconnection. If a payment is made outside of normal SVEC business hours, credit to the account may be delayed.

Debt Management

Existing members with account balances can use the debt management program. Half of the unpaid balance is collected upon enrollment and then for each payment that is made to the PAY-Go account a portion will go towards the outstanding account balance. If debt recovery is utilized 30% of each payment will be applied to the debt until the balance is eliminated.

Notification

Participants will receive periodic courtesy notifications of account balances via text messaging and/or email. Balance information may also be retrieved through the website at www.svalleyec.com. Participants may check daily account balances by visiting a SVEC office or by calling 1-800-923-2203. Failure to receive these notifications shall not release customers from payment obligations.

Customer initials _____

Disconnection

An account will be subject to immediate disconnection any time the account fails to maintain a credit balance of \$20.00 or more including during severe weather conditions. Any returned check or other fees on the account will be charged to the members' account immediately. If this causes the credit balance to be exhausted, service will be subject to disconnection. To restore service, member must pay: the applicable reconnection fee; a minimum of \$40 or recharge the account to a minimum of \$40.00. If an account is disconnected and is not reactivated within three (3) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Customer initials _____

Reconnection

Participants in the PAY-Go program understand and agree that disconnected power will be reconnected without prior notice once a credit balance is re-established. Participants will ensure that electrical safety issues are addressed prior to re-establishing a credit balance. SVEC is not responsible for damage caused as a result of unsafe conditions in the home when electric service is re-established, i.e. stove is left on with materials on it causing a fire. Participants must ensure that it is safe to restore electric service to their home prior to re-establishing a credit balance. Customer initials _____

Statements

PAY-Go participants do not receive monthly statements. Members may check balances by calling or visiting their local SVEC office or via the SVEC website. Balances reflect account information as of the last recorded meter reading and payment.

Cancellation

Participants may convert an account to postpaid electric service at any time provided there is a credit balance on the account and an adequate security deposit is provided. Service terminated at the request of the member will receive a refund of any remaining credit on the account.

Applicant Name	Email Address
Account Number	For SVEC Use
Primary Telephone – Note: This will be the number to receive notifications	
Mobile Carrier:	
Work Phone	
Other Contact Number	
Low Balance Notification When Balance Reaches: \$25.00	Enrolled by: _____
Minimum Payment: \$40 or the amount necessary to re-establish a credit balance of at least \$40 on the account	Debt Recovery: 30% of each payment

I/We have read, understand and agree to comply with all PAY-Go requirements and restrictions. **Sign below and initial paragraph above.**

Signature

Date

Signature

Date