



EasyPay SERVICE AGREEMENT

EasyPay is available to all residential members as an option that is subject to the following terms and conditions:

Eligibility

New and existing residential members 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 Association will collect the balance through the debt recovery mechanism. Minimum bill contracts do not qualify.

Fees and Charges

Any and all existing fees, rates, and charges, including existing applicable energy and customer charges, continue to apply. However, security deposits will not be required on the enrolling member. A \$5.00 per month charge will be placed on the account to cover EasyPay fees that are above and beyond those of a non-EasyPay account.

Plan Activation

The enrolling member shall request EasyPay service from the Association. If the member meets the eligibility requirements, the Association will allow the member into the EasyPay program. An initial balance of \$50 will be credited to the member's account and the account will be activated. As energy is consumed, the credit balance will be reduced until the credit balance is either exhausted or the member has made additional payments to add to the credit balance. Daily balance notifications may be sent to the member at the member's option. The enrolled member is subject to the Rules and Regulations of the EasyPay program as may be adopted from time to time by TEPA.

Payment

Once an initial credit balance has been established, the minimum office payment allowed is \$40, with no minimum amounts through kiosks, phone, and online. Participants may pay as often as they wish, provided the payment meets the minimum amount, and the account maintains a credit balance. If payment is received after disconnection, the account will be charged a disconnect service charge of \$20. Prepaid accounts are not eligible for credit extensions or payment arrangements.

Debt Recovery

A debt recovery mechanism will be utilized to collect any prior balance that may exist when the member applies for EasyPay. 30% of each subsequent payment will be applied against the outstanding debt. A minimum payment of \$50 plus the \$10 membership will be required for accounts with outstanding debt.

Notification

EasyPay participants will not receive monthly statements. Members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email and/or text message. Participants may check daily account balances by visiting www.myusage.com, or by calling one of TEPA's offices. By providing the phone number(s) listed on this form, the member is consenting to receive phone calls and/or texts from the Association. It is the responsibility of the member to change his/her alert settings as required, or to request that the Association make such changes.

Disconnection

An account may be subject to disconnection any time the credit balance on the account is exhausted. However, the Association will not disconnect service on weekends or holidays observed by the Association. Service will be reconnected after payment of the debit balance due, plus \$25 (to create a \$25 credit balance), plus a \$20 disconnect service charge. If an account is disconnected and does not become active after seven (7) days, the account will be considered inactive and a final bill will be sent to the mailing address on the account.

Cancellation

After being on EasyPay for at least 45 days, participants may convert an account to postpaid electric service at any time provided the member's account is current and an adequate security deposit is provided.

Waiver of Rights

EasyPay customers waive all rights to the monthly printed bill that is sent to non-EasyPay customers. EasyPay customers also waive all rights to receive late notices and notices of disconnect in writing, as the customer will choose an electronic method to receive such notices.

MEMBER NAME

ACCOUNT NUMBER

METER NUMBER

SERVICE ADDRESS

CITY

STATE

ZIP

LAST READ DATE

LAST READING

BALANCE TO DEBT RECOVERY

D. R. PERCENTAGE

ADDITIONAL ITEMS (SECURITY LIGHTS, GREEN POWER, GOOD FRIENDS, ETC.)

MyUsage Email Address/Username:

MyUsage Password:

SETUP YOUR MYUSAGE ACCOUNT AT WWW.MYUSAGE.COM.



ALERTS		PHONE 1	PHONE 2	SMS TEXT PHONE	EMAIL
Input Phone/Email Information:					
LOW BALANCE	FROM TO				
RECHARGE	FROM TO				
PENDING DISCONNECT	FROM TO				
DAILY BALANCE	FROM TO				
DISCONNECT	FROM TO				
RECONNECT	FROM TO				

MORE ALERT TYPES TO CHOOSE WITHIN [WWW.MYUSAGE.COM](http://www.myusage.com):

- **Balance** = SMS Only. Text "BAL" to 1-833-888-1347 for your current EasyPay balance
- **Daily Usage** = Email Only. Receive usage amount for yesterday's activity.
- **High Usage** = Email Only. Daily usage amount exceeded certain threshold set by customer.
- **Reading** = SMS Only. Text "READ" to 1-833-888-1347 for the last meter reading (usage).

APPLICANT SIGNATURE

DATE

TOMBIGBEE REPRESENTATIVE

DATE

SETUP YOUR MYUSAGE ACCOUNT AT [WWW.MYUSAGE.COM](http://www.myusage.com).

REMEMBER TO DOWNLOAD THE APP FOR YOUR SMARTPHONE (APPLE OR ANDROID).

