



The following is an overview of the EasyPay billing options.

For specific information concerning EasyPay accounts, please refer to the EasyPay SERVICE AGREEMENT.

EasyPay is a pay-before-consumption program and an alternative to traditional monthly billing. The program allows participants to avoid deposits, customize their payment schedule, purchase energy when convenient, and monitor their own consumption.

EasyPay is entirely optional for new or existing members. A minimum initial payment of \$50 is required, along with a \$10 membership, to create an EasyPay account.

The debt-recovery program allows new or existing members with unpaid balances to utilize the program, and have their power turned on immediately. EasyPay members are allowed to pay prior debt at a 30% (DR) debt recovery rate.

EasyPay accounts do not receive a monthly statement, but members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email, and/or text message. Any inquiries on account balances can be made through www.myusage.com, or by calling one of TEPA's offices.

Account balances are updated daily between 5:00 to 8:00 AM. Meter readings are received daily between those times, and then processed to update your account. A meter reading read today may take up to forty-eight hours to reach our computer system. In the event of meter reading communication errors, usage charged to your account will be estimated. When the errors are resolved, the estimates on your account will be trued-up or corrected with the actual readings.

EasyPay members are solely responsible for maintaining a credit balance, and ensuring the alert notification settings are up to date. Disconnection of an account will occur when a credit balance is not present, regardless of notifications.

Daily charges will be debited against the account when activated based on the date of your billing cycle. Flat monthly charges are included in our rates (\$19.29 residential), plus there is a \$5.00 monthly EasyPay fee, and other applicable charges such as security lights, and pole charges which will be prorated and applied on a daily basis. Daily charges will continue to apply daily if your account is disconnected for a negative balance.

(Example of daily charges: $\$19.29 + \$5 = \$24.29 \div 30.4 \text{ days} = .81\text{¢ per day}$)

Energy Rates - EasyPay and customer deposit accounts will be charged the same energy rates in accordance with the Cooperative's applicable energy rates. All charges for kilowatt-hour (energy) usage will be applied on a daily basis to your EasyPay account.

Payments can be made by telephone, internet, and kiosk with no minimum payment amount, but with a convenience fee (www.tepa1.com or 1-800-470-6506). Office payments will require a minimum payment of \$40.00.

Monthly reconciliation of your EasyPay account: We maintain a primary accounting system with billing cycles that occur throughout the month, based on your service location. However, the EasyPay rates are set to coincide with the calendar month. Per TVA guidelines, the monthly kWh rate is applied at the time of the cycle billing. Therefore, your EasyPay account will be reconciled once per month to "true-up" your EasyPay balance to equal the billing cycle system.

Disconnections can occur at 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. In the event of disconnection, payment must be made for any unpaid daily charges accrued prior to disconnection; as well as payment to establish a minimum positive balance of \$25.00, plus a \$20.00 disconnect service fee. A debt recovery payment amount will be included if applicable. The amount to reconnect will change daily because the daily charges will continue to accrue during disconnection.

Convert your EasyPay account back to monthly billing at any time (*after 45 days of being on the program*) by notifying the Association. In that event, the Association will require payment of a deposit; plus any past due amounts.