



Application for Prepaid Utilities

**No deposit required • Minimum payment of \$20 on account to begin • One-time service charge of \$20
\$0.25 daily fee • Must be able to register for an online prepaid profile • Must be able to receive texts, calls, or emails**

**** Existing customer accounts will be billed final, and the account balance must be paid in full before participating in prepaid. ****

Name of Applicant: _____ Service Start Date: _____

Applicant's Phone #: _____ Date of Birth: _____

Driver's License #/Other ID: _____ Social Security # _____

Service Address: _____ Email: _____

The undersigned hereby applies for participation in the Prepaid Program offered to customers of the City of Troy and agrees with the City to the following terms and conditions:

1. The customer acknowledges they're solely responsible to regularly monitor the balance of the prepaid account and understands electric service will be subject to disconnection without any written notification from the City to the customer once the balance of the account falls below zero (\$0.00). Balances can be monitored by following the instructions at <https://tinyurl.com/4h6rzf3p>. Inclement weather conditions will not postpone disconnection of electric service.
2. The customer acknowledges they're solely responsible to regularly monitor their daily electric and/or water consumption and understands their prepaid account will not be eligible for adjustments regarding excessive usage caused by leaks or other issues.
3. The customer acknowledges they will not be mailed a monthly statement of utility usage and other applicable fees or charges.
4. The customer understands the medical and health conditions of any person located at the address where electric service is furnished by the City. Customers requiring service for health or wellbeing (for example, to operate medical equipment) are not eligible for the Prepaid Program. Customer represents and warrants to the City that customer is not maintaining service for any such person and will not maintain service for any such person so long as customer is participating in the Prepaid Program.
5. Customer agrees to indemnify, defend, and hold harmless the City from and against any and all losses or damages (including without limitation damages arising out of personal injury or death) resulting from customer's participation in the Prepaid Program or from interruption or termination of service.
6. The customer understands they may add funds to their account using the City's online payment site anytime or in-office or over the phone with a customer service representative during normal business hours.
7. The customer understands they will receive alerts (via phone/email/text) regarding their prepaid account(s) and agrees that by disclosing a landline, mobile or other phone number, the City or its agents or contractors may call the customer on that number using an automated pre-recorded telephone dialer and/or that the City or its agents or contractors can leave a pre-recorded message and/or text message on that number.
8. The customer understands they must register their account and set up their alert preferences on the City's online payment site. If customer changes any of their contact information (i.e., email address, phone number) it is the responsibility of the customer to log in to their online payment profile and update the information immediately.
9. If an active customer wishes to discontinue prepaid metering, the customer will be subject to existing new account deposit requirements and fees as established by the City and must wait 12 months before requesting participation in the program again.
10. The customer shall purchase utilities from the City in accordance with the current and any future rate schedule of the City on a prepaid basis for the above-referenced account.
11. The customer understands the provisions set forth in the City of Troy Code of Ordinances continue to apply, in addition to the terms and conditions of this agreement and Prepaid Program, subject, however, to any changes set forth in this agreement.
12. The City reserves the right to remove any customer from the Prepaid Program at any time, without consent or notification. The City reserves the right to modify or terminate this program at any time.

****Please be aware of the following regarding discontinuance of service when applicable** Pursuant to Sec. 13-10 of the City of Troy Code of Ordinances, requests for disconnection must be submitted in writing and are not accepted over the phone. If an account holder fails to notify the City of Disconnect, they will continue to be responsible for all charges until service is placed back into the owner's name or a new occupant requests service.**

This application shall constitute a contract between the applicant and the City. The customer acknowledges they have read and accepted the terms and conditions of the Participation Agreement. The applicant agrees to abide by all City ordinances & rules. Chapter 13 of the City's Code of Ordinances (available at https://library.municode.com/al/troy/codes/code_of_ordinances) is incorporated herein by reference. Service is exclusively for the Applicant. Service may be denied without notice for delinquency in payment or violation of law and/or City ordinances, rules, or regulations. Applicant does hereby swear and affirm that all information supplied on this application is complete and accurate.

Applicant Signature: _____ **Date:** _____