

**TROY UTILITIES
TROY, ALABAMA**

**POLICY BULLETIN NO. 061623
Effective Date: June 2023**

PREPAID PROGRAM

I. PURPOSE

To prescribe the conditions and policy under which customers of the City may elect to participate in the Prepaid Program and establish a uniform policy for prepay of a consumer's utility usage.

II. OBJECTIVE:

- A. To outline guidelines and procedures for the Prepaid Program.
- B. To establish eligibility and participation requirements for potential Prepaid Program customers.

III. POLICY

It shall be the policy of the City to allow residential customers to participate in a prepaid program subject to the following terms and conditions:

1. Customers are solely responsible to regularly monitor the balance of the prepaid account. 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).
2. Customers are solely responsible to regularly monitor their daily electric and/or water consumption. Prepaid accounts will not be eligible for adjustments regarding excessive usage caused by leaks or other issues.
3. Customers will not be mailed a monthly statement on utility usage and other applicable fees or charges.
4. Customers requiring service for health or wellbeing 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 will 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. Customers 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 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 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.
11. The customer understands the provisions set forth in the City of Troy Code of Ordinances continues to apply, in addition to the terms and conditions of the prepaid agreement and Prepaid Program, subject, however, to any changes set forth in the 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.

IV. BILLING, RATES & FEES

1. There is no deposit requirement to participate in the Prepaid Program.
2. Prepaid customers will be set up on a daily rate calculation rather than a monthly rate calculation.
3. Prepaid customers will be charged \$.25 per day for prepaid service to administer the program.
4. Existing customers who wish to switch from monthly billing to prepaid will be billed final, and the account balance must be paid in full. Any deposits held on the account will first be applied to the balance owed and the remaining deposit (if any) will automatically be added to the prepaid account credit balance. Existing customers will also be charged a one-time service charge of \$20.
5. New prepaid customers will be charged a one-time service charge of \$20 and a minimum starting prepaid payment of \$20.00.
6. If a customer chooses to transition to or back to monthly billing, the customer will be required to pay any outstanding balance, a deposit, and any applicable fees.

7. If a returned check or a charge-back is received on the account, the amount of the return and the return item fee will be charged back to the Customer's account immediately. If this causes a credit on the customer's account to be exhausted and sufficient payment is not made prior to the scheduled disconnect, services will be turned off until payment is made to bring the account balance above \$0.

V. DISCONNECTION AND ACCOUNT CLOSURE

1. Customers wishing to close their account will still be required to complete and submit a disconnect form. Any credit balance that exists after the account is finalized shall be refunded via mail. If the account holder fails to notify the City of disconnect in writing, they will continue to be charged for service until a new occupant requests service or the subsequent condition applies.
2. If service is disconnected for lack of prepaid funds and no payment is made to the account for 7 days, the account will be closed out for failure to maintain a minimum balance, and the City will mail a final bill to the last known address on file. To restore service, the customer will be required to reestablish service. Payment of any outstanding balance, a new \$20 service charge, and minimum starting prepaid payment of \$20 will be required.



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