



AGREEMENT FOR PREPAID UTILITY SERVICE PROGRAM

APPLICANT(S) INFORMATION

Primary Applicant Name:		Drivers ID:
Account #:	Date of Birth:	Phone #:
Service Location:		
Primary Email Address:		
Additional Applicant(s) Name(s):		
Additional Email Address(es):		Additional Phone #:
Do You: <input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Rent to Own *If Own, you may need to provide proof of ownership.		
If Rent or Rent to Own, Landlord/Owner's Name and Phone #:		
Property Manager's Name and Phone # (if applicable):		

The undersigned (hereinafter called the "Customer") hereby applies for participation in the Prepaid Utility Service Program offered to all eligible customers of Newport Utilities (hereinafter called "NU") and agrees to the following terms and conditions:

TERMS AND CONDITIONS

_____1. The Customer shall purchase electric energy, water, and wastewater, as applicable, from NU in accordance with the present and any future rate schedule of NU on a prepaid basis for the above referenced account.

_____2. Establishing a prepay account is voluntary. Documentation provided herein supersedes Service Rules and Regulations related to deposits and payments. All other regulations remain intact. The Customer shall comply with the policies, rules and regulations of NU, which may be changed from time to time, as may be required for the Customer to participate in the Prepaid Program. NU reserves the right to amend the rules, regulations, and policies at any time and without prior notice.

_____3. As a prepay customer, the normal security deposit for a residential account is not required. Prepay accounts are also not subject to normal residential account late fees. Prepay customers will not receive a paper or electronic bill. All usage must be monitored through the SmartHub App or online at <https://newportutilities.smarthub.coop>. (QR Code below)

_____4. New Customers electing to sign up for a prepay account must pay the usual connection fees and a \$50.00 minimum opening balance for utility service(s). Prepay accounts are billed at the same rate monthly billed customers but are billed daily. The daily rate includes the monthly service base charge(s) prorated per day, plus normal residential account energy, water, and wastewater usage fees as applicable and any relevant monthly service or device charges associated with the account.

_____5. Existing customers may convert to a prepay account. Any existing deposit (if applicable) will be applied toward any outstanding balances first. Any remaining credit (if applicable) will be applied to the prepay account. The remaining balance must be \$300 or less. If an outstanding balance of \$300 or less remains after all deposits, credits and any unbilled usage is applied, the account may be eligible for a debt recovery plan (payment arrangement). For customers with a qualifying outstanding balance, 50 percent of each prepayment made will be applied to the outstanding debt until the balance is eliminated. Prepay accounts are billed at the same rate as standard post-paid bill customers but are billed daily. The daily rate includes the monthly service base charge(s) prorated per day, plus normal residential account energy, water, and wastewater fees as applicable and any relevant monthly service or device charges associated with the account.

_____6. Payments may be made via the SmartHub app in any amount, but must be sufficient to create a credit balance. Payments may also be made via pay-by-phone by calling our system at (423)625-2800 option 3, by calling the automated phone system directly at (855) 939-3560, or by using the NU kiosk located next to the ORNL parking lot above the hill from NU. Electronic payments, payments over the phone, and payments received during business hours at NU's offices will be posted same day. Payments made via mail and drop boxes will be posted once received during business hours at NU's offices.

____7. If a prepaid account is disconnected, the prepaid balance must be brought up to a minimum \$50.00 credit in order for electric service to be restored. In the event your power does not return, you could be subject to a service call fee of \$200 if you request an after-hours service call.

____8. The Customer shall be responsible to regularly monitor the balance on the prepaid account using SmartHub, available online at <https://newportutilities.smarthub.coop> (QR Code below), or through Apple or Google Play for smart devices. Customer understands that electric service will be subject to disconnection at any time without any formal written notification from NU to the Customer once the balance of the account reaches zero (\$0.00). NU will send out e-mail and/or text notifications informing the Customer of various account information, such as when the Customer has an estimated 3 days or less prepaid value, when the account is disconnected for nonpayment, or when the account is reconnected for payment.

____9. If a customer check is returned for non-sufficient funds (NSF), the Customer will be required to pay NU's applicable NSF fee prior to any payments being applied to the prepaid account balance. If the Customer check is returned for NSF and the prepaid account balance reaches zero, the Customer will be disconnected for non-payment.

____10. The Customer understands the medical and health conditions of any person located at the address where electric service is furnished by NU and inclement weather conditions and temperatures will not postpone disconnection of electric service. NU will disconnect prepay accounts 365 days a year if the balance reaches zero.

____11. Prepaid accounts shall not be eligible for payment arrangements, budget billing, or bank draft. Customers choosing prepaid should carefully consider budgeting as maintaining a balance on the account is the Customer's responsibility. Energy assistance pledges and/or payments are accepted but must be received by the agreed upon date or account is subject to automatic disconnect. Account holder is responsible to ensure timely receipt of payment.

____12. The Customer authorizes NU to transfer the outstanding balance of \$_____ from the Customer's account with NU to the prepaid account and further agrees that 50% of any future payments made on this account shall be applied to the balance in arrears until said balance is paid in full. Any fees/penalties (NSF, meter tampering) shall be paid before any payments are applied to the Customer's prepaid account.

____13. If a customer changes any of the contact information (i.e. email address, phone number) provided on this agreement, it is the responsibility of the Customer to notify NU of any such changes immediately.

____14. NU reserves the right to remove any Customer from the prepaid program at any time, without consent or notification. NU reserves the right to modify or end this program at any time. At such time the Customer would fall under the normal NU policies and pay the applicable deposit and fees required.

____15. If the Customer opted in to the prepaid program to avoid disconnection for non-payment, or to get the power restored after disconnection for non-payment, the Customer must participate in the prepaid program at the listed location for a minimum of six months. After six months' time, if the Customer chooses to be removed from prepay, the Customer would fall under the normal NU policies and pay the applicable deposit and fees required.

____16. Prepay account balances are calculated daily. NU will attempt to notify customers of low balances via email and/or text but it remains the responsibility of the customer to ensure a credit balance exists on the account to avoid any disruption of service. Prepay customers must register for a SmartHub account in order to view daily usage data and to review payment and balance activity. A prepay account will be subject to disconnect any time the account reaches zero dollars, including weekends, holidays, and during severe weather conditions. Customers may make a check payment via the pay-by-phone option by calling our system at (423) 625-2800 option 3, or calling the automated system directly at (855) 939-3560. Any returned payments received on the account will be charged to the customer's account immediately. If this causes the credit balance to be entirely depleted, the service will be disconnected on the same business day. Any tampering related activity will subject the account to immediate disconnect and any relevant tampering fees must be paid before service will be reconnected.

____17. A full settlement will be made when participation in the prepay account service ends and the account is sent a final bill. Service terminated at the customer's request will receive a full refund of any remaining credit balance on the account. Please allow four weeks processing time for reimbursement after service has been terminated.

____18. If services are disconnected for 5 consecutive days and NU has not been contacted regarding the service status, services may be finalized. A new agreement and additional fees will be required in order to restore services to the Customer. If service remains disconnected for 24 hours or more due to insufficient funds, water service will be disconnected until sufficient funds have been added to the account. If this occurs, an additional \$60 water reconnect fee will apply.

____19. If you notice a change in your PrePay amount around the end of the month, this is due to the TVA Fuel Cost Adjustment rate being updated. Your PrePay amount changes during this time because, each month, our billing team is required to update the FCA Rates in our software system after we receive them from TVA. After they upload the new monthly FCA rates, your PrePay account will automatically recalculate that current day's PrePay cost to reflect the new rates. You can expect this spike to happen towards the end of every month with the updates. The next day, you will see your PrePay daily cost return to your normal, average usage amount.

APPLICANT(S)	
I have read the Agreement for Prepaid Electric Service and accept the terms and conditions of the agreement.	
Primary Printed Name:	
Primary Signature:	Date:
Additional Applicant(s) Printed Name:	
Additional Signature(s):	Date:
NEWPORT UTILITIES INTERNAL ONLY	
Prepaid Payment Arrangement?	Yes or No If Yes, Amount?
Effective Date Customer is on Prepay:	
NU Employee Printed Name:	
NU Employee Signature:	Date:
MISC INFO	

Go to SmartHub:



By checking this box, I agree and understand that by signing the Electronic Signature Acknowledgment and Consent Form, that all electronic signatures are the legal equivalent of my manual/handwritten signature and I consent to be legally bound to this agreement. I further agree my signature on this document is as valid as if I signed the document in writing. This is to be used in conjunction with the use of electronic signatures on all forms regarding any and all future documentation with a signature requirement, should I elect to have signed electronically.