

# CLEVELAND UTILITIES HOMETOWN CONNECTION PRE-PAY

## Terms of Service

Access your Cleveland Utilities Pre-Pay account at any time by logging on to your account at [www.myusage.com](http://www.myusage.com)

- 1. Applicability/Availability:** The Cleveland Utilities Hometown Connection Pre-Pay is available to all single-phase, non-demand residential customers.
- 2. Rate:** Utility service for pre-pay accounts will be charged in accordance with all applicable Cleveland Utilities rate schedules for electric, water, and wastewater. In addition, all Pre-Pay customers will be charged a service fee of \$6.00/month. All fees will be billed on a daily basis.
- 3. Existing Customer:** Any deposits on an existing account will be credited toward account balances. Accounts disconnected for non-payment must establish a minimum balance of \$50 before the account will be reconnected. Existing customers with account balances may use the debt-recovery program. Each time a payment is made, a portion will be applied to the outstanding balance. If debt recovery is utilized, 25% of each account recharge (payment) will be applied to the debt until the balance is eliminated.
- 4. New Customer:** New customers will need to complete a service agreement and pay a \$27.50 new account fee, as well as establish a minimum balance of \$50.
- 5. Payments:** Accounts can be recharged at Cleveland Utilities main office during working hours (8 AM - 5 PM E.S.T.) or 24 hours a day, 365 days a year via debit card, credit card or e-check by phone (877-519-5750) or by logging on to [www.clevelandutilities.com](http://www.clevelandutilities.com), or by cash, check, credit or debit card 24 hours a day at our Express Pay Kiosk (located in the foyer of our Main Office at 2450 Guthrie Avenue, NW Cleveland, TN 37311). All payment amounts will be accepted, except in the case of disconnection.
- 6. Disconnection and Minimum Payments for Reconnection:** A prepay account will be subject to automated disconnection at any time an account has a negative balance. Any returned check or other fees on the account will be charged to the account immediately. If this causes a negative balance on the account, service is subject to disconnection. To restore service, an account must be recharged to a minimum balance of \$50.00. Accounts can be recharged at any time, day or night, online, by phone, or at a kiosk, and service will be automatically restored once an account balance of \$50 is established. Restoration may be delayed due to outages from severe weather or other external causes.
- 7. Billing:** Prepay accounts do not receive paper statements, nor are pre-pay accounts eligible for e-billing. Daily prepay account history (usage, charges and payments) will be available via the internet at [www.myusage.com](http://www.myusage.com). The website will allow for modification of notification settings. Customers are solely responsible for managing and updating the notification settings on their prepay account(s). All low balance and disconnection notices will be sent in the manner selected for accounts. Daily postings are reconciled to the account each month with any difference being credited or debited to the account at that time.
- 8. If an account is disconnected and does not become active for ten (10) consecutive days,** the account will be considered inactive and a final bill will be mailed to the last known address on file.
- 9. Termination of Service and Final Billing:** A full settlement of the account shall be made when participation in the service ends and the account is final billed. Any remaining credit on the account will be refunded in full.
- 10. Conversion to Traditional (Post-pay) Service:** A Pre-pay account can be converted to post-pay service at any time, although any account balance or required deposits will be due as a condition of continued service.