



SERVICE AGREEMENT

PRE-PAY service is available to all residential customers as an option subject to the following provisions:

Initial Account Credit

New & existing customers are required to purchase \$50 worth of utilities to start their regular rate schedules and fees. This PRE-PAY account. Customers switching from traditional to pre-pay will be required to start their account balance with \$50 worth of utilities. If the customer has a fully regardless of the amount of days credit lower than \$50 on the account once the deposit (if applicable) has been account is not active for an entire month the applied, the customer will be required to increase the difference to equal account when reconciled. All rate and monthly a minimum of \$50 worth of utilities.

Rates and Monthly Fees

PRE-PAY customers will be required to pay all These charges are not prorated and will be charged the account is active within a single month. If an remaining charge balance will be debited from the charge information may be found at www.murray-ky.net.

How PRE-PAY Works

MES account balances (including Cable, Internet, Security, debt owed to MES Security Lights, donations, etc.) will be deducted on a daily basis. These debt owed to MES that is \$200 or charges come out around 9:00 AM and are from the previous day's be established. All debt with a usage. The customer is responsible for keeping services on in his or her pay 1/2 of the full amount and the account. Any account with a negative balance is subject to immediate recovery with a recovery rate of 25%. disconnection. Customers may elect to receive an alert notification when recovery will be divided by the the account is getting low or pending disconnect. These alerts are the customer's account balance a courtesy, and the meter will still be disconnected if the alert is \$10 would be applied to the not received when the services may run out. balance.)

Debt Recovery

MES reserves the right to add any old debt or existing to the customer's active account at any time. Any lower must be paid in full before PRE-PAY account will balance over \$200, the customer will be required to remaining 1/2 of the balance may be put into debt Every payment made once a debt is put into debt percentage determined to go towards the debt, and (ex. If the recovery rate is 25% and the customer pays \$40, owed debt and \$30 would be applied to the customer's current balance.)

Balance Inquiry

Customers are required to check their account balance by calling any time the account 1-877-301-3959 or by visiting www.myusage.com and using the login weekends, holidays or during information given below. Please be aware, these are the ONLY payment of the debt balance methods available to retrieve a current balance for your PRE-PAY account. \$25 worth of utilities has been

Disconnection

All PRE-PAY accounts are subject to immediate disconnection at does not have a credited utility balance. This includes severe weather conditions. Service will be restored after due, a \$10 disconnect fee, plus a minimum purchase of made. Accounts with debt recovery will also be required to make the

debt recovery

Payment

the account will be Customers may pay online (www.murray-ky.net) or over the phone last known address. (270-761-UPAY (8729) by using their account number with a credit /debit card or checking account number. Customers may also choose to pay in the office or at our 24 hour KIOSK. Balance information traditional pay at any time provided received by cashiers, online/over the phone payment, or deposit policy has been paid. KIOSK receipts **will not be current.** *See Balance Inquiry above. online. Service terminated at

payment. If an account does not become active after 10 days, considered inactive and a final bill will be mailed to the

Cancellation

PRE-PAY customers may convert their account to the account is current and a deposit based on MES Service turnoff may be requested in the MES office or the request of the customer will receive a refund check for any remaining

credit balance.

 Customer Name _____ Account Number _____ Service Address _____ Payment: _____ Cash Check
 Credit

Account Login information:

Debt Recovery (If Applicable)

Login: _____
 balance owed from each payment)

Recovery Rate: _____% (will be applied to

Password: _____
 Debit Origin: _____

Balance Owed: _____

Alert Options	Phone 1	Phone 2	SMS Text Phone	Email
Low Balance				
Pending Disconnect				
Disconnect &/or Reconnect				
Daily Balance	N/A	N/A	N/A	

I understand that MES is providing the PRE-PAY account to me at my request. I agree to indemnify and hold harmless MES, its employees and agents, for any and all losses or damages incurred, be they real or consequential, including death, as a result, of my participation in PRE-PAY, or as a result of utility service termination. Any person that is currently, or will be, residing at my location with a medical condition or a person requiring utility service to operate medical equipment needed for their health and well being, is my (customer's) sole responsibility. I know and accept that there are medical risks associated with immediate termination of electric service and I recognize that I am solely liable for all losses and damages incurred under these circumstances. I received, read and agree to abide by the MES Application for Utility Service, the PRE-PAY Rules & Regulations and Service Agreement, and all other applicable MES Rules & Regulations.

Customer Signature: _____
CSR: _____ **Date:** _____