



Hickman Electric System

P O Box 228 Hickman, KY 42050

(270) 241-0023

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PrePay Plus Rules and Regulations

Requirements For Service

- All prospective customers shall be required to make a request for service, in person, at the Hickman Electric System office located at 1104 Moscow Avenue Hickman, Ky 42050.
- All customers requesting service must provide a form of valid government issued photo identification card, social security number and one form of proof of residency.
- All prospective customers must sign an application to enroll in the PrePay Plus billing option.
- All new PrePay Plus Customers will be required to initially purchase \$50 of utility credit, pay a \$50 deposit, and a \$30 connection fee.
- Prepay Plus customers that request to switch to traditional billing account will be required to pay the full required deposit for the service location.
- Existing Customers that request to convert from traditional monthly billing to the PrePay Plus option will have their account read to the date of the request and that usage will be added to any unpaid balance on the account. A \$50.00 security deposit is required to enroll in Prepay Plus. Customers must apply the remaining security deposit towards the unpaid account balance and purchase \$50.00 worth of PrePay Plus credit. Customers may choose to have any remaining security deposit funds, (**once the unpaid balance, PrePay deposit, and PrePay Plus credit has been deducted,**) to be applied to additional PrePay Plus credit or mailed to them in a refund check. Accounts with an insufficient security deposit to cover the unpaid balance, the \$50.00 PrePay deposit, and the \$50.00 PrePay Plus credit will be required to pay the difference prior to account activation.

Charges & Fees

- All regular account fees and charges will apply. Rates for customers enrolled in the PrePay Plus billing option will be slightly rounded and deducted from the customer's balance daily, based on amount of consumption. A reconciliation of any discrepancies between the rounded rates and total monthly actual consumption will occur at the beginning of each month.
- Prepay Plus customers will be charged a daily prorated amount for the standard customer charge for the associated rate class, a PrePay Plus user's fee, and any security lights and pole rental charges.
- Utility charges and fees will be deducted from the customers balance at approximately 10:00 am daily and a notification will be delivered to the customer by email or text message based on customer preference.

Account Balance & Payment

- PrePay Plus billing option is a **self-managed program** and customers will be required to direct account balance inquiries to the customer portal that can be accessed through Hickman Electric's web site (<https://www.hickman-electric.com>) with the Pay My Bill tab, or directly to the customer portal at (<https://hickmanelectric.utilitynexus.com>).
- Balance information will not be provided over the phone by office staff.
- PrePay Plus customers will not receive a monthly bill or account statement and are required to keep a positive monetary balance in their account.
- Payments to a customer's PrePay Plus account may be made through the customer portal with a credit/debit card with associated convenience fee or Echeck with no convenience fee, with a minimum utility purchase of \$25.00.
- Any Office assisted payment, either in person or over the phone, must be a minimum amount of \$50.00. Office assisted payment methods include cash, debit/credit cards with associated convenience fee, or check.
- Account balances may not reflect payments made to Prepay Plus account for up to 24 hours.
- All payments made on an account with a \$0.00 credit or less must be made by 10:00 am or the account is subject to immediate disconnection.
- If a returned payment is received on an account, the amount of the returned payment and return fee will be added to the account immediately. If the return payment and fee cause the account to go to a negative credit, service will be subject to disconnection.
- Customers will be responsible for keeping a positive balance on the account until the payment is received from ANY energy assistance program. PrePay Plus customers will not receive a paper disconnect notice, assistance programs will use the account balance page printed from the customer's account screen in the customer portal. If a customer doesn't have access to internet, computer, or printer, to print the account balance page, they can utilize the resources at the Hickman Public Library located at 902 Moscow Ave Hickman, KY 42050.

Disconnection

- All accounts are subject to immediate disconnection **ANYTIME** the utility credit has run out.
- Accounts up for disconnection will be required to pay the negative utility credit; purchase a minimum of \$25.00 worth of utilities, and a \$10 reconnection fee. Customers with a balance in debt recovery will also be required to make the debt recovery payment. Service restoration may take up to 24 hours if the service is disconnected for negative funds.
- If an account is not restored within ten days, the account will be considered inactive. A final bill will be calculated, the deposit will be applied to the unpaid balance and a deposit refund or a bill for any remaining unpaid balance will be mailed to the last known mailing address on file.

Debt Recovery

- Hickman Electric System has the right to collect any existing unpaid debt from any customer or member of the household interested in enrolment in the PrePay Plus program. A 50% portion of the debt must be paid prior to account activation. A daily reduction of \$2 will occur from the customers credit in their PrePay Plus account until the remaining debt has been paid in full.

Notifications

- All PrePay Plus customers may select the preferred notification method from email or text message options. Each account will receive a welcome message indicating the activation of the PrePay Plus account. Customers will receive a PrePay Plus Daily Balance Reminder showing the remaining credit on the customer's account after the electric usage and prorated fees have been deducted for the previous day. A pending disconnect notification will be sent when the account credit has reached \$0.00. Customers should be mindful of actively managing their account credit through notifications and the customer portal, accounts that reach a \$0.00 credit will be subject to immediate disconnect.

Closing An Account

- All customers are required to request termination of an account at the Hickman Electric System office. Customers must provide a valid mailing address when closing their account. Any credit balance left on the account will be returned to the customer in a refund check sent to the last known address. If a balance is owed by the customer a final bill will be sent to the last known address.