



Enrollment Form

Eligibility

New and existing residential members with 200 ampere or smaller service entrances and automated meters qualify for participation in the VEC PayMyWay program. Those with heat pump loan balances, propane customers, and those who participate in the Levelized Billing or the Automatic Bank Draft program are not eligible to participate in PayMyWay.

Security Deposit and Credit Check

PayMyWay participants are not charged a security deposit. A credit check will not be required.

Fees and Charges

All applicable fees, rates, and charges (excluding security deposits) apply to PayMyWay accounts, including applicable energy charges and customer charges. An additional monthly PayMyWay fee of \$8.00 will apply to all participating PayMyWay accounts.

Enrollment

A member wishing to enroll in VEC's PayMyWay program shall submit a completed application for the service to their local VEC service center. A \$100 initial payment to the PayMyWay account is required for enrollment. Existing members with billed or unbilled account balances may either pay the existing balance upon enrollment in PayMyWay or allow VEC to collect the balance through the debt recovery feature of PayMyWay. Deposits that have been paid on the account will be applied initially to any existing balance and, secondly, will be credited to the PayMyWay account balance.

Payments

Once an initial credit balance has been established, participants may make minimum payments of \$40 at any time. PayMyWay payments may be made with cash, credit cards, or checks via phone, at the VEC web site, or in person at any VEC service center. Prepaid accounts are not eligible for credit extensions or payment arrangements. Once a PayMyWay account is established and a credit balance is realized, the participant's home energy usage is recorded and charged daily to the account. The credit balance is reduced by the amount charged until either the balance is exhausted or additional payments are made to the account. Any account that has an exhausted pre-paid balance is subject to immediate disconnection. If a payment is made outside of normal VEC business hours, credit to the account may be delayed.

Recovery of Existing Balances

A debt recovery mechanism will be utilized to collect any prior balance or account charges that may exist when the member applies for PayMyWay. Thirty percent (30%) of each payment will be applied to the existing debt until the debt is satisfied.

Notifications

Participants agree to receive periodic courtesy notifications of account balances via an automated phone call and email. They may also receive account balance information through the VEC web site (www.vec.org), by calling their local VEC office, or at any VEC service center. Failure to receive these notifications via phone call or email shall not release customers from payment obligations. **I give permission to be notified via phone calls and email.**

Disconnection

An account will be subject to immediate disconnection at any time the account fails to maintain a credit balance including weekends, holidays, or during severe weather conditions. Once the account is disconnected, the cost to reconnect service will be a minimum of \$40 or the amount necessary to re-establish a credit balance on the account, whichever is greater. This amount will be credited to the account. If an account is disconnected and is not reactivated within fourteen (14) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Reconnection

Participants in the PayMyWay program understand and agree that disconnected power will be reconnected without prior notice once a credit balance is re-established. Participants will ensure that electrical safety issues are addressed prior to re-establishing a credit balance. VEC is not responsible for damage caused as a result of unsafe conditions in the home when electric service is re-established. Participants must ensure that it is safe to restore electric service to their home prior to re-establishing a credit balance. Customer initials _____

Statements

PayMyWay participants do not receive monthly statements. Customers may check balances by calling or visiting their local VEC office or via the VEC web site. Balances reflect account information as of the previous day's meter reading and payments.

Cancellation

Members may cancel their participation in the PayMyWay program at any time, provided that there is a credit balance on the account and an adequate security deposit is provided at the time of cancellation of the program.

Termination of Electric Service

If a PayMyWay participant terminates electric service, a refund will be issued of the remaining credit balance on the account.

Applicant Name	Email Address
Account Number	For VEC Use
Home Phone – NOTE: This will be the number used for notifications	
Cell Phone	
Work Phone	
Low Balance Notification When Balance Reaches: \$25.00	
Minimum Payment: \$40.00 or the amount necessary to re-establish a credit balance on the account	Debt Recovery: 30% of each payment

I/We have read, understand, and agree to comply with all PayMyWay requirements and restrictions. **Sign below and initial paragraphs above.**

Signature

Date

Signature

Date