

14. Customer may elect to be notified of low balances and pending disconnection via phone message or text. Customer may be alerted of low balance, disconnection, reconnection, daily balances, pending disconnection and recharge by email. Customer may incur a charge from their phone provider for text messages. FES will NOT be responsible for any charges incurred by customer from phone provider. Please note that these alerts are a courtesy and the customer is still responsible for keeping up with the balance of his or her account.

15. Prepaid customers will be charged the same rates as postpaid customers in conjunction with the FES rate schedule and TVA fuel cost adjustment. This information can be found at www.fulton-electric.com.

16. Each account will be reconciled at the end of every month

17. All prepaid customers receiving electric service through FES will still be charged the FES customer charge, in the same amount as postpaid customers.

18. Energy assistance pledges and/or payments Will NOT be applied to your account until after payment is received in FULL. Customer will be responsible for keeping a positive balance on the account until the payment is received from ANY energy assistance program.

19. A security deposit will NOT be required.

20 Service terminated at the request of the customer will receive a refund of any remaining credit on the account. A check will be mailed to the last known mailing address on file.

21. All requests processed after 2:00 p.m. shall be worked no sooner than the next business day.

Please refer to the Schedule of Rules and Regulations and Service Policy for more detailed information.

These requirements may be revised, amended, supplemented, or otherwise changed without notice. Such changes, when effective, shall have the same force as the present requirements.

"Putting the Power in Your Hands" Requirements for Pre-Paid Utility Service

Rules and Regulations for Fulton Electric System's Pre-Paid Utility program:

1. All prospective customers shall be required to come into the main office at 501 Walnut, Fulton, KY 42041 to make a request for service.
2. All prospective customers shall be required to bring with him/her into the office as proof of identification, at a minimum, a social security card & valid government issued photo identification.
3. All prospective customers shall be required to sign Fulton Electric System standard Application for Utilities Service form.
4. All prospective customers shall be required to make an **initial \$50.00** minimum pre-payment purchase and one day's worth of customer charges.
5. After the initial payment, no payments smaller than \$20.00 will be accepted at the FES office.
6. All prospective customers shall agree to a daily prepay fee of \$.20 to be added to all participating accounts.
All regular rates, schedules and fees will still apply. No late fees will be accrued while participating in prepaid service.
7. **If an existing FES customer wishes to convert to prepaid services, the existing deposit, if applicable, will be applied toward any outstanding balances and any remaining credit will be used to purchase electricity.
All fees and unbilled utilities MUST be paid before an account can be converted from post to prepaid service.**
8. If a prepaid customer wishes to convert to post paid service, a deposit may be required based in whole or in part on a credit evaluation from a consumer credit reporting agency.
9. Applicant is responsible for attaining and maintaining any prepaid account information. The applicant will NOT receive a monthly statement. Any inquiries on account balances can be made through www.myusage.com or by calling 1-855-837-6746. To make payments call 877-290-1157.
10. Your account balance may not reflect payments made within the past 24 hours. It may take up to 24 hours for online and phone payments to post to your account.
11. Applicant agrees to keep a monetary balance on his/her account. If Applicant's balance is exhausted, the service will be subject to IMMEDIATE disconnection at ANY TIME. The purchase of \$20.00 worth of utilities in addition to any negative funds accrued and a \$10.00 reconnect fee before service will be restored. Service restoration may take up to 24 hours if service is disconnected for negative funds
12. If a prepaid customer is disconnected and service is not restored within five (5) days, the account will be considered inactive and FES will mail a final bill to the last known mailing address on file. Customer will be responsible for any unpaid balances.
13. If a returned check or any other type of returned payment is received on the account, the amount of the return and a return item fee (\$30.00) will be charged to the customer's prepaid account immediately. If this causes the credit on the account to become exhausted, service will be subject to disconnection.