



PREPAY SERVICE TERMS & CONDITIONS

Eligibility

South Central Power Company (SCP) offers a prepaid billing option (“Prepay”) to any member who has residential electric service, except: 1) accounts with budget billing, auto-pay, net metering, or community solar, 2) accounts with service requirements greater than 200 amps. An Advanced Meter Infrastructure (AMI) meter with remote capability, provided by SCP, is required. Member must provide and maintain a valid email address and telephone number.

New Accounts

- An initial minimum energy purchase of \$50.00 is required to start Prepay service.
- Deposit fees will be waived for accounts with Prepay service.

Billing/Payments

- The Prepay account will be calculated daily and reconciled monthly.
- The member acknowledges and agrees that no monthly billing statements will be mailed.
- The following options are available for the member to make payments and check billing and Prepay balances any time: online at www.southcentralpower.com, the South Central app (available in Apple and Google Play stores), and via phone at (800) 282-5064.
- During normal business hours, the member may make payments and check balances at any local SCP office.
- Energy Assistance or other types of assistance will be applied to the prepaid account only upon receipt of payment.
- If a returned check or electronic chargeback is received on the account, the amount of the return and the returned items fee listed in SCP’s Schedule of Miscellaneous Charges will be posted to the member’s account immediately. If this causes the credit balance to be entirely depleted, service may be disconnected on the same business day.

Notices/Disconnection

- The member agrees to allow SCP to send a notification via email and automated telephone call when the account is at or below \$25.00; however, maintaining a credit balance on the account, and checking such balances, is the responsibility of the member. Opting out of the automated telephone call will stop all automated calls from SCP to the telephone number listed on the account.
- No paper bills or notices will be mailed to the member once enrolled in Prepay.
- A Prepay account will be subject to disconnection any time the account has an amount owed equal to or greater than zero. Once disconnected, payment resulting in a \$5.00 prepaid credit balance is required for reconnection. If payment is made after normal business hours, reconnection of service is not guaranteed until the next business day and is subject to fees listed in SCP’s Schedule of Miscellaneous Charges.
- Medical conditions and/or inclement weather will not postpone disconnection.
- Extensions of electric service without payment are not permitted with Prepay service.
- If a Prepay account is disconnected due to lack of funds or any other reason, SCP shall be held harmless for any damages due to the loss of energy services. Likewise, if the account is disconnected and the member applied funds to the Prepay account thus causing the account to

be reconnected, the member accepts full responsibility for any damages to the location that may be caused by the reconnection and holds SCP harmless from any damages arising from such reconnection.

Termination of Service

- A Prepay member may elect to opt out of the Prepay service at any time (up to two times per year) with the understanding that SCP may require full payment of the account balance and/or a deposit as a condition of continued electric service. The required deposit amount will be based on SCP's current deposit calculation practices.
- If the member's service is terminated, any remaining credit balance will be refunded once all debt has been cleared. Any refund will be processed in the same manner as post pay account refunds.

Miscellaneous

- Except as modified herein, SCP's Residential Service Schedule "R" and Code of Regulations apply.
- The Prepay program is subject to change, and SCP reserves the right to modify or terminate the program at any time.
- Member acknowledges acceptance of these Prepay Service Terms & Conditions upon request for Prepay service.