

Minnesota Valley Electric Cooperative Prepaid Program Terms and Conditions

Minnesota Valley Electric Cooperative's prepaid program allows members to structure electric payments to best fit their needs. The prepaid program allows members to view their daily usage online and receive account status notifications by telephone, text, and/or email. Being on the prepaid program also eliminates the requirement for a security deposit. Please see below for more information regarding MVEC's prepaid program.

Prepaid electric service accounts do not receive monthly electric bill statements. Account transaction history is available by calling our automated system at 1-855-963-3830, by using the SmartHub link at www.mvec.net, or by downloading the free SmartHub app on an Android or Apple smartphone or tablet.

- Prepaid electric service accounts are billed in accordance with applicable MVEC rate schedules.
- Prepaid electric service accounts are not subject to late fees or disconnection/reconnection fees except as set forth herein. A \$50.00 reconnection fee will be applied if the service is disconnected and later a reconnection is requested after the account has been final billed.
- Prepaid electric service accounts are subject to all other charges applicable to traditional billing rates.
- Notices of account activity and disconnection are delivered by an automated phone call. Members may add email or text message alerts by using their SmartHub account. The delivery method is chosen by the members, and it is the members' responsibility to keep it up to date.
- The prepaid notification threshold is established at \$15.00. Prepaid members will receive daily automated phone calls when their account balance reaches a credit of \$15.00 or less during the daily bill calculation process.
- Payment for prepaid service is made in advance. It is the member's responsibility to maintain a sufficient prepaid balance to continue service. **When the account balance reaches \$0.00, service is subject to immediate disconnection Monday-Friday, subject to Minnesota's Cold Weather Rule.** Reconnection will occur after payment is made, and there is credit on the account. When a prepaid account is disconnected, fixed charges (basic monthly service charge, security light charge, etc.) continue to accrue and are deducted from the next electric service payment.

Minnesota Valley Electric Cooperative will comply with Minnesota's Cold Weather Rule and Minnesota Valley Electric Cooperative's obligations pursuant to Minnesota's Cold Weather Rule will take precedence over these terms and conditions.

- Minnesota Valley Electric Cooperative will not disconnect on weekends or holidays.
- Prepaid accounts are not eligible for payment arrangements, budget billing, or bank drafts.
- Minimum Prepaid payment is \$50.00.



MINNESOTA VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

125 Minnesota Valley Electric Drive • Jordan, MN 55352
info@mvec.net • www.mvec.net • 952-492-2313 or 800-282-6832

- Prepaid payments may be made with cash, money order, credit, and debit cards only.

****No checks will be accepted****

Payment Options

- In person at 125 Minnesota Valley Electric Drive, Jordan, MN 55352 8:00 a.m. - 4:30 p.m.
- Pay by phone at 1-855-963-3830, 24 hours, 7 days per week.
- Download the free SmartHub app on an Android or Apple smartphone or tablet.
- Online at www.mvec.net Pay Now

Existing members who wish to switch from traditional billing to prepaid billing must start with a \$50.00 credit balance to be applied to future energy use. A bill will be calculated based on the current reading. Any deposits the member has will be deducted from the new balance, and any credit will be applied towards the prepaid amount.

• Members may request a payment plan on the account balance when switching from traditional billing to prepaid. If approved, the payment plan will be split between the existing and prepaid balances. After this initial setup, each time members pay on their prepaid account, a percentage of the payment goes toward their prepaid balance and a percentage toward their previous bill.

• Prepaid metering is a voluntary program, and members may elect to be removed at any time; however, a deposit equal to two times the highest monthly bill at the location or \$265.00 (whichever is greater) may be required.

• Prepaid accounts disconnected for ten (10) days or longer will be closed and final billed in accordance with our current policies. If a reconnection is requested after the account has been final billed, a \$50.00 reconnection fee will be applied to the account, along with a back-billed basic charge for the time disconnected.

• Minnesota Valley Electric Cooperative will follow the requirements pursuant to Minnesota's Cold Weather Rule prior to disconnection. A form to declare your inability to pay can be found on www.mvec.net or obtained by calling Member Services at 952-492-2313.

• Enrollment in the prepaid program is only available to services that support the prepaid service equipment.

Our Mission: Your trusted energy partner with the privilege to serve.

Minnesota Valley Electric Cooperative is an equal opportunity provider and employer