



**RESIDENTIAL PREPAID METERING TERMS OF SERVICE, INFORMATION SHEET AND SERVICE AGREEMENT**

*Please Read Carefully - Please return in person, or fax to (770) 370-2048, or mail to GreyStone Power Corp., P.O. Box 897, Douglasville, GA 30133*

- **Security Deposits, Late Fees and Collection Fees:** As a prepaid member, the normal security deposit for a residential account is not required and you are not subject to normal residential account late fees and collection fees.
- **New Members:** Those electing prepaid metering will need to complete a membership application if an application is not currently on file for the prepaid service location. A membership fee of \$10.00, a processing fee of \$22.00, and a minimum of \$75.00 for daily usage and monthly fees (\$107.00 minimum total) are required for initial service.
- **Existing Members:** When your account is converted to prepaid, your existing deposit (if applicable) is applied toward any outstanding balances with the remaining credit (if applicable) applied to your prepaid service. Normally all fees and unbilled energy must be paid before an account can be converted from post paid to prepaid. Any exceptions to the normal process must be reviewed and approved by management. Accounts will be charged normal monthly service charges.
- **Bill Viewing and Alerts:** GreyStone is providing a service where you can call for or view your daily usage, receive alerts, and make smaller payments as often as you would like or as your budget allows. This service does not require a security deposit. It is your responsibility to ensure that you update your phone number and or contact information to ensure you are able to receive necessary system alerts to avoid interruption in service. The website, [www.greystonepower.com](http://www.greystonepower.com), will also allow you to modify your alert settings. You are solely responsible for managing and updating the alert settings on your prepaid account(s). If your contact information is not current in the system, you will not receive alerts and service may be disconnected without further notice.
- **Bill Calculation, Disconnection and Minimum Payments for Reconnection:** The prepaid account will be calculated daily with daily adjustments of all charges and fees to the prepaid credit balance and reconciled once per month using the applicable rate and adjustments for the month. **A prepaid account will be subject to disconnection any time your account does not have a credit balance, including weekends, holidays or during severe weather conditions.** Any returned payments received on the account will be charged to the member's account immediately. If this causes the credit balance on the account to be exhausted, service will be disconnected within 24 hours. Any tampering-related fees will subject the account to immediate disconnection and must be paid before service is reconnected. You will be required to purchase a minimum of \$10.00 of prepaid electric service plus any unpaid balance that was due at the time of disconnection before service is reconnected.
- **Payments:** Can be made in any amount at a GreyStone office during working hours or 24 hours a day, 365 days a year for debit card, credit card and e-checks through GreyStone's IVR system at 770-942-6576 or by logging on to [www.greystonepower.com](http://www.greystonepower.com).
- **Billing:** Prepaid accounts do not receive paper statements (bills). If you are registered for GreyStone's e-bill service, disregard any e-mails stating your bill is viewable online, because this information will not be relevant to your prepaid account. Daily prepaid account history (usage, charges and payments) will be available via the internet at [www.greystonepower.com](http://www.greystonepower.com).
- **If an account is disconnected and does not become active for five (5) consecutive days,** the account may be considered inactive and GreyStone will mail a final bill to the last known address on file.
- **Termination of Service and Final Billing:** A full settlement of the account shall be made when participation in the service ends and the account is final billed. Service terminated at the member's request will receive a refund of any remaining credit on the account.
- **Conversion to Post-paid service:** You may elect to convert your account to post-paid service, at which time the Cooperative may require **full payment of the deposit as a condition of continued service.**

**I UNDERSTAND THE RESIDENTIAL PREPAID METERING TERMS OF SERVICE, INFORMATION SHEET AND SERVICE AGREEMENT ABOVE AND THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A CREDIT BALANCE FOR UNINTERRUPTED SERVICE.**

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
SERVICE ADDRESS

\_\_\_\_\_  
MEMBER NUMBER