



KENNETT BOARD OF PUBLIC WORKS

P.O. BOX 40 • KENNETT, MISSOURI 63857-0040 • (573) 888-5366 • FAX (573) 888-3312

PREPAID UTILITY SERVICE AGREEMENT

This Prepaid Utility Service Agreement is entered into between Kennett Board of Public Works, a municipal utility (herein referred to as Utility), and the undersigned customer.

1. Purpose & Enrollment

The Utility offers a Prepaid Utility Service program that allows customers to pay for utility service in advance rather than receiving a monthly bill.

Participation in the Prepaid Utility Service program is available to eligible customers as determined by the Utility. By signing this Agreement, the Customer agrees to the terms and conditions of the prepaid program.

2. Initial Deposit and Account Funding

To enroll in the prepaid program, the Customer must provide:

- A **minimum deposit of \$50.00**
- A **minimum initial prepaid credit of \$50.00** applied to the Customer's prepaid account.

The prepaid credit will be used to pay for daily utility usage and any applicable charges. Customers may add funds to their account at any time using approved payment methods.

3. Existing Account Balance

If the Customer has an existing account balance on their utility account at the time of enrollment, that balance may be included in the prepaid program.

The existing account balance will be amortized over a maximum period of ten (10) months depending on amount of balance due. A daily portion of this amount will be automatically deducted from the Customer's prepaid balance in addition to daily utility usage charges until the existing account balance has been paid in full.

Any deposit I have previously paid to the Utility will be applied to my existing balance (if any) at the commencement of participation in Prepaid Utility Service, and any credit remaining after application of the deposit shall be applied to my Prepaid Utility Service account balance.

4. Daily Charges

The Utility will deduct charges from the prepaid balance daily. These charges may include:

- Utility service charges based on metered usage
- The daily prorated portion of any applicable monthly meter or service charge
- Applicable taxes or surcharges
- Any daily portion of an existing account balance as described above

All rates and charges will be those approved by the Utility through applicable ordinances or policies.

5. Minimum Balance and Low Balance Notifications

Customers agree to maintain a positive prepaid balance on their account.

When the account balance falls below a low balance threshold established by the Utility, the Utility will attempt to notify the Customer using the contact methods provided by the Customer.

Notification methods may include:

- Text message
- Email
- Automated phone call
- Online account portal or mobile application

Customers are responsible for keeping their contact information current.

6. Disconnection for Insufficient Funds

If the prepaid account balance reaches \$0.00 or a negative balance, utility service may be automatically disconnected without further notice. Customers with a medical necessity designation understand that participation in the prepaid program requires maintaining a positive account balance at all times. Failure to maintain sufficient funds will result in disconnection of service, regardless of medical necessity status. The Utility is not responsible for interruptions in service due to insufficient prepaid funds.

Customer understands that disconnection may occur at any time, including evenings, weekends, or holidays.

7. Restoring Service

Service will be restored once sufficient funds are added to the prepaid account to cover:

- Any negative balance
- The required minimum prepaid balance
- A **reconnection fee of \$30.00** if all services have been scheduled for disconnect

Payments can be made using any of the following methods: online, by phone in person or at the drive-thru. For detailed payment options and instructions, please visit our website.

8. Billing and Usage Information

Customers may review account balance and usage information through the Utility's online portal, customer service office or other available systems provided by the Utility.

To reconnect my service, I give the Utility express permission and authorization to reactivate my meter remotely.

9. Customer Responsibilities

Customer agrees to:

- Monitor their prepaid balance regularly
- Maintain accurate contact information with the Utility
- Make timely payments to maintain service
- Comply with all Utility rules, regulations, and ordinances

I understand that I will not receive paper billing statements or disconnect notices. Information regarding my account is available via the SmartHub App or the Customer Portal. Any notice from the Utility required hereunder shall be pursuant to the preferred method(s) of notification I indicated. As such, I understand that it is my sole responsibility to notify the Utility immediately of any changes to my contact information.

10. Termination of Participation

Customer agrees to remain enrolled in the Prepaid Utility Service for a minimum of twelve (12) months from the date of enrollment. After the initial twelve (12) month period, the Customer may request removal from the program, subject to

Utility policies and payment of any outstanding balance.

The Utility reserves the right to remove a customer from the prepaid program without consent or notification.

11. Liability

The Utility shall not be responsible for damages resulting from interruption of service due to insufficient prepaid balance.

12. Acceptance of Terms

I, the undersigned, hereby releases, discharges, covenants not to sue, and holds harmless, the Utility, their respective agents, employees, assigns or representatives from all liability, claims, demands, losses, or damages caused in whole or in part by my participation in Prepaid Utility Service.

By signing below, the Customer acknowledges that they have read, understand, and agree to the terms and conditions of this Agreement.

Customer Name: _____

Service Address: _____

Phone Number: _____

Email Address: _____

Customer Signature: _____

Date: _____

Utility Representative: _____

Date: _____