



TERMS OF AGREEMENT FOR EZ-PAY SERVICE

- As an EZ-PAY member, a normal security deposit is not required.
- EXISTING MEMBERS: When your account is converted to EZ-PAY, your existing deposit (if applicable) is applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your EZ-PAY service. All fees and unbilled energy must be paid before an account can be converted from monthly statements to EZ-PAY.
- New Member: A credit balance of \$55.00 must be established, along with a \$5.00 membership fee, and a non-refundable \$40.00 activation fee, for a total of \$100.00.
- If your account balance falls below a minimum threshold (\$20.00) we will notify the Member that the low balance threshold has been reached. You may personalize your notifications online using SmartHub at www.southwestepa.com or from the mobile app. **Your service will be disconnected when the balance falls to \$0 without further notice.**
- Minimum payments accepted will be **\$20.00**.
- If disconnected, a minimum credit (currently \$30.00) will be required to be reconnected.
- If an account is disconnected and the account final billing occurs, the account will be considered inactive and Southwest Electric will mail a final bill to the last known address on file. All activation fees and minimum account balances will have to be reestablished for service to be activated again.
- If a returned payment or chargeback payment occurs, returned payment will be charged back to the account along with a \$15.00 returned payment fee. If this reduces the credit balance to \$0.00 or below, disconnection will occur immediately.
- You may retrieve your current balance or make payments through the automated phone system 24 hours a day at 1-877-607-6973, or by logging on to www.southwestepa.com and clicking the SmartHub link, or by using the mobile app.
- Agency pledges will not be considered as payment, and you will not be removed from the disconnection process. Agency Payments will be posted as received to the proper account for credit. Southwest Mississippi Electric will not be responsible for agency payments not paid on time or delayed through the mail.
- Daily EZ-PAY account history (usage, charges, and payments) will be available at www.southwestepa.com by using the SmartHub link, or the mobile app. The website and mobile app will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your EZ-PAY account. If your contact numbers and/or email addresses are not current, you will not receive notifications and electric service may be disconnected without proper notice.
- You agree to accept auto calls, text, or email notifications and are responsible for any and all standard voice, text and email charges that may apply. It is your responsibility to notify us if any contact numbers are changed.
- You must sign a one year agreement to become an EZ-PAY Member.
- Service terminated at the request of the member will receive a refund of any remaining credit on the account mailed to the last billing address on the account.
- Members with medical alerts cannot participate in this program.
- Failure of the member to abide by these terms could result in the member being placed back on normal monthly billing statements.



Important Notes for EZ-Pay Members

- To become an EZ-Pay member you must start with a \$55.00 credit balance, a \$5.00 membership fee, and a \$40.00 activation fee.
 - Minimum payments accepted will be \$20.00.
 - Once your account balance reaches \$0.00 or less, you are subject for disconnection.
 - Agency pledges are not recognized as payment on your account. Agency Payments, once received will be posted to the proper account.
 - Payment Methods:
 - Lorman Office (Cash, Check or Money Order)
 - Automated Phone System at 1-877-607-6973
 - www.southwestepa.com Using The SmartHub Link
 - Mobile SmartHub Application
- *Please avoid mailing payments due to postal and/or processing delays.**
- It is your responsibility to make sure we have the correct phone number and/or email address in order to receive your notifications. If your information changes, you must contact us to make the proper changes or you may be subject to disconnection.
 - You will receive low balance alert notifications once your credit balance falls below \$20.00. You can manage how you receive these notifications on SmartHub.
 - If you are ever disconnected, a minimum \$30.00 payment plus any amount owed will be required before the reconnection process begins.
 - Once you are final billed on the last day of the month, your account will be considered an inactive account and you will be treated as a new member. All start up fees and any unpaid amount(s) owed will have to be paid before the account can be reconnected.