



Pay-As-You-Go Terms and Conditions

Overview

Pay-As-You-Go is a prepaid service option available to Lakeland Electric (LE) customers. It allows customers to pay for utilities in advance by purchasing a predetermined dollar amount. The balance is reduced based on the customer's metered usage and any additional services. Unlike traditional accounts, Pay-As-You-Go customers can access daily balance information, eliminating the need for paper statements. Account history, usage details, charges, and payments are accessible online through the customer's LE account.

Exclusions

The Pay-As-You-Go program is not available for:

- Commercial accounts
- Pick your due date
- Average billing (budget billing)
- Medical essential accounts
- Opt-out customers
- Delay days
- STS/TOU
- Solar accounts
- Demand meter accounts

Enrollment in Pay-As-You-Go

- Pay-As-You-Go customers are exempt from paying a security deposit and do not incur late fees.
- To enroll, customers must pay all applicable connection fees and prepay a minimum amount of \$25 for daily usage. Internet access is required to manage the account.
- Existing customers wishing to switch to Pay-As-You-Go will be subject to the same terms. Any paid security deposit will be applied to the balance owed.
- Customers with a credit balance will have the full credit applied to the prepay program. Customers with a debt balance can pay in full or set up a payment arrangement (on a case-by-case basis). Failure to meet payment terms will result in the entire balance becoming due, leading to service interruption.

Required Equipment

- The Pay-As-You-Go program requires an Electric RD Meter for all customers and an AMI Water Meter for city water customers to be eligible for participation.

Billing and Notifications

- Pay-As-You-Go customers are billed based on their consumption, which includes the Basic Monthly Charge, service fees, and applicable taxes.
- Payment fees from Amscot and Kubra EZ Pay are waived for up to one year from service initiation.
- Account balances are adjusted daily, and monthly adjustments may occur to reconcile the prepaid balance with LE's actual service costs.
- Account balance information is available 24/7 via the customer's LE online account.
- Customers must set up at least two forms of contact (email, SMS, or voice) to receive low balance



alerts and keep their account in good standing. It is the customer's responsibility to ensure contact information is updated to receive timely notifications. (Standard message rates may apply.)

Payments

- Various payment methods are accepted. Dishonored payments, along with any administrative fees, are deducted immediately from the prepaid balance.
- One year of payment fees will be credited to the account, limited to 15 total payment fees per month. Payment fees are only credited for payments made via KUBRA and/or Amscot.

Payment Arrangement for Debt

- A 6-month payment arrangement is available for any money owed as of the Pay-As-You-Go activation date.

Closing and Final Billing

- Upon closure of a Pay-As-You-Go account, a final bill will be issued. Any remaining credit will be refunded, if applicable.
- Customers transitioning from Pay-As-You-Go to a traditional account must adhere to LE's Credit and Collections policies, which may require a security deposit.

No Deposits

- New accounts do not require a deposit. For existing accounts, any paid security deposit(s) will be credited to the account.

Service Interruption and Reconnection

A Pay-As-You-Go account will be subject to service interruption under the following circumstances:

- The account credit is depleted
- Dishonored payment
- Evidence of tampering or fraudulent activity

Service interruption fees are waived for Pay-As-You-Go customers. If tampering, fraud-related, or administrative fees exhaust the account balance, causing a service interruption within 24 hours, the customer must pay the outstanding balance and post a minimum of \$25 to the account. Once the balance is restored, service will be automatically reconnected.

No Late Fees, No Reconnect Fees, No Same Day Fees

- Pay-As-You-Go customers are not charged late fees, reconnect fees, or same-day fees for service reconnection.

Pay-As-You-Go Setup Fee

- A \$50 setup fee applies to new Pay-As-You-Go accounts.