Customer Info Sheet for Prepaid Service

DEPOSIT RELATED

- No deposit is required
- An initial balance of $50 is required to get started – this isn’t a deposit, just a beginning balance.

CREDIT RELATED

- Prepaid doesn’t affect customer’s credit good or bad.
- Credit cannot be established using a prepaid account.

PAYMENT RELATED

- There is no minimum payment requirement once the account is setup.
- There is no minimum balance requirement once the account is setup as long as it stays ON.
- IF a prepaid account gets cut off, a minimum balance of $25 is required to get turned back on. (If account owes $5, customer would have to pay $30).
- Bank draft of Credit Card draft customers are NOT eligible for Prepaid.

CUT-OFF RELATED

- NRLP won’t cut off before 11 am on the business day the account goes ≤ 0
- NRLP won’t cut off if the temperature is ≤ 32
- NRLP only cut off Monday – Friday, no weekends or holidays.

EXISTING ACCOUNTS CHANGING TO PREPAY

- Existing deposit can be applied to outstanding account balance (if any)
- Existing deposit can be applied to initial $50 balance
- Existing deposit greater than amount needed to complete setup can be refunded to customer.
- AR Recapture allows customer to pay off past due amounts over time through their prepaid account.
- Max AR Recapture amount is $200. Customer will need to pay past due >$200 before setup.

NOTIFICATIONS

- NRLP will express register the customer and set up email notifications for Daily Balance, Low Balance (<$25) and Pending Disconnect.
- Customer is responsible for setting up notifications other than the email notifications listed above.

OTHER

- Customers designated as medical accounts (oxygen, life support, etc.) are not eligible for Prepaid.
- For other questions, please call 828-264-3671