



**KERRVILLE  
PUBLIC  
UTILITY  
BOARD**

## PrePay Billing Program Enrollment

**Kerrville Public Utility Board's (KPUB) PrePay Billing Program offers residential customers the ability to have greater control of their account electricity usage management.**

Think of PrePay the same as you do when pumping gas into your car: You pay for it before you use it. You can purchase small amounts every few days or "fill up" the tank and not worry about it for several weeks. When your supply is low, you simply purchase more.

**Under the program, customers can avoid paying security deposits and reconnection fees.**

**With PrePay Billing, the customer is subject to immediate disconnection if their account balance reaches or falls below zero.** If disconnected, restoration of electric service will usually occur within minutes after a payment has been made and confirmed, unless factors outside of the company's control prevent reconnection.

- As a PrePay customer, **I understand that I am required to register for SmartHub**, KPUB's web and mobile app. This will allow me to monitor my electric account and customize my notification parameters for account alerts.
- As a PrePay customer, **I understand that any deposit fee previously paid to KPUB will be applied in full to my outstanding balance at the commencement of participation in the PrePay Billing Program.** Any credit remaining will be applied to my PrePay account balance. A refund will not be issued for the remaining balance while participating in the PrePay Billing Program.
- **I authorize KPUB to transfer any outstanding balance on my account, to the debt recovery method associated with PrePay Billing.** I understand that 50% of my future payments will be applied to the unsettled balance until it is paid in full. In this situation, a minimum payment of \$50 is required.
- Once my account is established, **I understand that I may purchase electricity at any time.** Electricity may be purchased 24/7 through SecurePay at 1.855.959.2496, [kpub.com](http://kpub.com), or during normal business hours at the KPUB office.
- **I understand that no monthly billing statement will be mailed to me**, and I am solely responsible to regularly monitor the balance of my PrePay account. I may check my daily account balance 24/7 through SecurePay at 1.855.959.2496, [www.kpub.com](http://www.kpub.com), or during normal business hours at the KPUB office. I agree that I am responsible for any cellular telephone or texting charges incurred due to daily notifications that I select.
- I understand that **if my PrePay account balance becomes negative, my service will be disconnected** during normal business hours the following weekday, (Monday through Friday), excluding holidays. **To restore service, the customer must make a payment in an amount that brings the account back to a positive balance.**
- **I affirm there are no residents at this service location that have medical conditions that will be impacted by the loss of service.** Should this status change, it is my responsibility to notify KPUB, at which time the account will be removed from the PrePay Billing Program.
- A valid email address and phone number are required. **If any of my contact information on this agreement changes, it is my responsibility to notify KPUB immediately.**
- **I understand the difference between PrePay and traditional post-paid service**, and I am voluntarily requesting to enroll in the PrePay Billing Program from KPUB.

**Customer Name:** \_\_\_\_\_ **Account #:** \_\_\_\_\_  
**Service Address:** \_\_\_\_\_ **Home Phone #:** \_\_\_\_\_  
**Cell Phone #:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_