

Take charge of your electric costs

WAKE FOREST PRE-PAY POWER



TOWN *of*
WAKE FOREST

Put an end to your monthly bill.

- No Deposit
- No Credit Check Required
- No Long-Term Contract
- No Reconnection Fees
- Same Day Service



Pay when you want, and how much you want.

By paying for your electricity before you use it, you'll be able to decide how much you pay and when you pay. You can load up for months at a time or add funds throughout the month, whichever works best for you.

View your usage and balance at any time.

Pre-Pay Power gives you the power to quickly and easily manage your account in our easy-to-use app. Check your balance, make a payment, track usage, and contact customer care. Quick. Easy. Done!

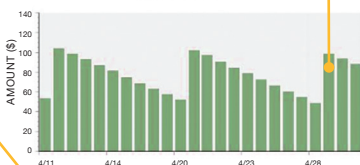
- A simple dashboard lets you know your balance, and the estimated number of days and kWh you have left in your account.
- Making payments only takes seconds. You can put in as little or as much as you need.
- Set up balance notifications and payment reminders.
- Update contact information, see plan details and payment history.
- Contact customer service with chat, phone or email support.

You can also access your usage and balance by visiting wakeforestnc.gov/customer-service.aspx.

Account Overview

ACCOUNT NUMBER	11000055
NAME	Jane Powers
ADDRESS	4526 Brightlight Rd
DAYS REMAINING*	13
DOLLARS REMAINING	\$87.94
AVG. DAILY \$ USAGE	\$5.95
AVG. DAILY KWH USAGE	46.81 kWh
*Estimated based on last reading	

Account Balance



View your Average Daily \$ Usage

No electric bills. Ever.

Under the Pre-Pay Power plan, you will not receive a monthly bill. Instead, the cost of electricity you use will be deducted from your pre-paid account on a daily basis.

What does it cost? Pre-Pay Power electricity service uses the same rate as traditional billing service. Customers using either service pay a \$15.95 monthly base charge plus the same rate for kilowatt usage. There is no additional cost for Pre-Pay Power.

If you are a Wake Forest Power customer, you can convert your account to Pre-Pay Power service by signing up for the program and placing a minimum of \$50 in the account for daily usage. New customers with no application on file can sign up for Pre-Pay Power when applying for electric service. New customers will be required to place a minimum of \$50 in the account (\$15.45 of this initial payment will be applied to the one-time new account fee).

Where do I make payments? Payments to your account can be made:

- **Online:** wakeforestnc.gov/customerservice.aspx, 24-hours-a-day
- **Mobile App:** 24-hours-a-day via credit card or debit card
- **By Phone:** 919-283-5757, 24-hours-a-day via credit card or debit card
- **In Person:** computer kiosks in the lobby of Wake Forest Town Hall during business hours (Mon-Fri, 8 am-5 pm) via credit card only (no payments accepted at the customer service counter)
- **Money Gram™ locations** (at most Walmarts and CVS Pharmacies)

How can I check the balance in my account?

It's easy to access your Pre-Pay Power account information through the Wake Forest Pre-Pay Power mobile app. Your balance can also be viewed at wakeforestnc.gov/customerservice.aspx. You can also call 919-283-5757 to hear your balance.

How do I know if my account is running low? If your balance is running low, you will receive periodic notifications reminding you to add funds to your account. You can select to receive these notifications by phone, email or text—or all of the above.

What if my account runs out? If your account balance drops to zero, your electricity will be turned off. This automatic disconnection will happen during regular business hours, Mon-Fri, 8 am-5 pm, excluding holidays.

No reconnection fees or late fees.

If the funds in your account run out, your electricity will be turned off. To turn your power back on, simply deposit more money into your account, any time day or night, and your power will be automatically restored within one hour of processing your payment. There is no fee for reconnecting your power.

No deposit.

The Pre-Pay Power plan does not require a deposit and you will not be penalized for disconnects and reconnects. If you are on traditional billing service and you have an overdue balance, you can elect to participate in the debt management program that's available to Pre-Pay Power customers.

Eligibility: To participate, you must be a Wake Forest Power customer with a 200 amp single phase, non-demand residential account. Life Support and Medical Alert accounts are not eligible for Pre-Pay Power electricity service. Payment arrangements are not allowed on Pre-Pay Power accounts. Energy payment assistance needs to follow the accepted payment methods for Pre-Pay Power accounts.

Satisfaction guaranteed.

If you ever become dissatisfied with the Pre-Pay Power plan, you may elect to convert your account back to traditional billing service. Please note you will be required to pay all account balances and may be subject to required deposits. If you leave the Pre-Pay Power plan and decide to come back, you must wait six months before returning to the program.

For more information about Pre-Pay Power, visit wakeforestnc.gov and search “pre-pay power” or call Customer Service at 919-435-9478.

Sign up today.

Apply for Pre-Pay Power in one of three easy ways:

- **By Phone:** 919-283-5757
- **Online:** wakeforestnc.gov, search “pre-pay power”
- **In Person:** Wake Forest Town Hall, 301 S. Brooks St.



WakeForest
PRE-PAY
POWER

A Division of the Town of Wake Forest

301 S. Brooks St., Wake Forest, NC 27587
919-435-9400
wakeforestnc.gov