



Prepaid Billing Option FAQ

Is Prepaid Billing right for me?

Prepaid Billing is a personal choice and is **strictly voluntary**. Prepayment allows Members to budget on a real-time basis based on their energy use. You can put as little as \$25 on your account after the initial setup.

Do I have to sign an agreement?

Yes, Members who sign up for Prepaid Billing must sign a Prepay Agreement. The Prepay Agreement spells out the terms and conditions of participating in the Prepaid Billing Program.

How much does it cost to set up my Prepay account?

If you are a new Member setting up service for the first time, you will pay a \$5 membership fee and a minimum of \$100 towards your initial energy purchase, with no deposit required.

If you are an existing Member, your existing deposit (if applicable) will be applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your Prepay Account. If you have a past-due balance on your account when switching to Prepay, this balance must be paid, or an acceptable payment arrangement must be agreed upon. Your new Prepay Account must begin with a minimum credit of \$100 for your electric use.

How do I add money to my Prepay account?

Adding money to your account is quick and easy, even on weekends and holidays. There are several ways you can add credit to your balance:

- Visit any Kenergy office, Monday through Friday
- Pay online at www.kenergycorp.com and go to My Account
- Download and use the Kenergy app on your smartphone
- Use our secure-pay automated phone system 24 hours a day by calling 1.844.255.3679

How will I know when my balance is low?

You can monitor your credit balance several ways. Each member sets their own threshold. Once set, members will receive an automated message by text, email, or phone call when their balance drops below that threshold. You can Log in to My Account—via a desktop computer or by using the app—to view daily usage, remaining credit balances, and to make payments. Payments can also be made

PAY AS YOU GO

- **NO DEPOSIT**
- **NO LATE FEES**
- **NO MONTHLY BILLS**

through the secure automated phone system at 1.844.255.3679. *Members are responsible for all text and data fees associated with Prepay.*

When will my service be disconnected?

When you run out of purchased energy your account will automatically disconnect. You will need to add more money to your account if this happens.

How do I get my service reconnected?

If your service is disconnected, all you need to do is add \$25 to your account to reconnect.

When will my meter be read?

Meter readings are gathered daily with the use of our automated meters.

Will I receive a bill in the mail?

No, you will not receive a bill from Kenergy.

Can I make arrangements if I can't add money to my account?

No. Payment arrangements are not allowed on the Prepaid Billing Program.