



How does the service work?

- Pay-As-You-Go allows you to pre-pay on your usage –when you want, how you want and the amount you want (\$20.00 minimum)
- Your daily energy usage is subtracted from the credit amount on your account.
- You set a threshold for a minimum account balance and choose the method of notification you prefer (email, text, automated phone call).
- As a Pay-As-You-Go member, you pay a daily availability charge of \$1.25, energy (kWh) charge of \$0.1009 per kWh and a Wholesale Power Cost Adjustment (WPCA) per kWh and all applicable taxes.

What is the advantage of this service?

- You have the power to **manage your account** by going online to www.myusage.com to monitor your daily usage.
- You pay **No Deposit!** Existing members can apply their deposit to their Pay As You Go account and use it towards their charges.
- You can Go Green! – **No paper bills** or cut-off notices.
- You receive **No Penalties** for late payment.
- You obtain a **great tool for daily budgeting**, as you are charged for your daily usage.

Getting Started

- **Apply for Pay-As-You-Go**

New Members - If you are not a member of Mid-South Synergy, you should come by one of our offices and fill out an application for Pay-As-You-Go. You will need a minimum credit of \$50.00 on your account, in addition to the regular membership and connect fees. *(New Construction Members have additional construction fees before they can be set up on Pay-As-You-Go)*

Existing Members – If you are a current member of Mid-South Synergy, you can sign up for Pay-As-You-Go and have your existing deposit applied to your account.



- **Sign up** to access and monitor your usage information at www.myusage.com. Members will be set up with a username, password and account number
- **Set a threshold for the minimum funds** on your account and choose the method of notification you prefer (email, text, automated phone call). The chosen method of notification will be used to alert you when your account reaches the set threshold limit.
- **Recharge your account** with a minimum of \$20.00 credit every time. Payments can be made in person, by telephone, or online.

Discontinuance of Service

- If your Pay-As-You-Go account goes below \$0.00, you have **twelve hours** to recharge the account before it is *discontinued*.
- Unless you choose to *disconnect* the account, the daily minimum availability charge continues to accumulate for up to 60 days; even if no service is being used. After sixty days your service will be disconnected.
- You can reactivate a **discontinued** account by paying the accumulated daily availability charge and a minimum credit of \$20.00. To re-activate a disconnected account, in addition to paying the accumulated daily availability charge and a minimum credit of \$20.00, you will be assessed a reconnect fee.
- Difference between discontinuance and disconnection of an account
 - Discontinuance – The account status when your account does not have enough credit balance to make any purchases. Your account will still be charged the daily availability charge of \$1.25 per day. You can reactivate your discontinued account as mentioned above.
 - Disconnect – The account status when your meter is completely disconnected. Your account will not be charged any availability charge. In the case of reactivation, you will be charged a reconnect fee of \$325.00

For further questions call our friendly customer service representatives at 936-825-5100 or email us your queries at customerservices@midsouthsynergy.com