



How does Pre-Pay work?

Pre-Pay is an optional billing service for new or existing customers. Unlike traditional monthly billing, which is post-pay, Pre-Pay allows customers to pay for their electricity before they use it. This approach gives the customer more flexibility and control over the use of electricity.

Who can participate?

Any customer that has a 200 AMP single phase, non-demand residential account is eligible. Accounts with a Medical Seal are not eligible for Pre-Pay.

What does it cost?

Pre-Pay service uses the same rate as post-pay service. There is no additional cost to signing up for Pre-Pay. Existing customers can convert their accounts to Pre-Pay by agreeing to the terms of the agreement and placing a minimum payment of \$50.00 on the account. New customers will be required to pay a \$35.00 meter set fee and a minimum payment of \$50.00 for daily usage.

Are there any deposits or penalties?

There are no deposits or penalties for Pre-Pay accounts. Customers pay before they consume. There is no need to collect security deposits or apply penalties because Pay -Your-Way customers are never in arrears.

What if I have an existing or overdue balance?

Customer accounts that wish to convert to Pre-Pay can pay their balance in full or choose the Debt Management feature. With each payment made to a Pre-Pay account, 25% will be applied to any prior debt using Debt Management. Customers with existing deposits may use their deposits to pay their balance upon conversion to Pre-Pay. New customers that have an old bill with PPS will also be allowed to use the Debt Management feature for Pre-Pay.

How do I enroll in Pre-Pay?

New and existing customers can enroll in Pre-Pay at Paducah Power System. Customers can enroll in person or online at PPS.

Where Can I pay?

Payments can be made at the PPS building Monday – Friday during normal business hours. Payments can be made 24 hours a day via credit card, debit card, or check by calling our main office number at 270-575-4000, through the Customer Portal at www.paducahpower.com or by downloading the free Paducah Power app to your phone or device. In addition, payments can be made using one of our three kiosks located at Southside Walmart, Banks Market in Lone Oak, or in our lobby at 1500 Broadway. Our Checkout service gives you the convenience of making payments using your unique PPS account barcode or our QR code at Walmart, CVS Pharmacy, Dollar General, Family Dollar, and Walgreens stores. *(Please note there is a \$1.50 convenience fee per transaction for use of the Checkout service).*

Do I still get a bill?

Pre-Pay accounts do not receive a billing statement.

How can I access my account?

When a customer signs up for a Pre-Pay account, they will need to choose the notification they prefer. There will be no monthly bill, only daily notifications. Available alerts include: *Daily Balances, Low Balance Threshold, Service Connected, Service Disconnected, Payment Confirmation, Pending Disconnect*. These alerts can be set up using a combination of text messaging and emails.

What happens if my account runs out?

If a customer runs out of credit the service will lapse and automatically disconnect at a designated time. Customers will receive a pending disconnect alert prior to being set for disconnect, and will receive alerts once the power has been disconnected.

How do I reconnect my power if it has been disconnected?

Upon payment being processed, the service will automatically be restored within 45 minutes. The minimum threshold for payment to reconnect is \$20.01.

Can I get an arrangement on my Pre-Pay account?

Arrangements are not allowed on Pre-Pay accounts.

When does an account final out after being disconnected?

Accounts that are inactive after 7 days will be closed and a final bill will be mailed to the last address on file.

Can I convert back to traditional billing?

Customers may convert back to a post-pay account at any time. Terms of service for post-pay customers will apply and a deposit may be required.