



*An option that puts you in control of when you pay your City of Troy utility bill!*

**NO DEPOSIT  
NO LATE FEES  
NO SURPRISE BILLS**



P.O. Box 549 • 301 Charles W. Meeks Ave.  
Troy, AL 36081  
334.566.0177  
customerservice@troyal.gov

## WHAT IS IT?

Prepay offers a way for you to pay your utilities as you go, with no more surprise bills at the end of the month. Pay for utilities before you use them. You have more control over your bill. As a prepaid customer, you'll be empowered to monitor your consumption more closely and better manage your bill.

## IS PREPAID RIGHT FOR ME?

Before signing up for prepaid, there are a few things to consider:

- Does your monthly bill align with the timing of your income? If not, prepaid allows you to pay when it's convenient for you.
- You must be able to receive notifications via email or phone.
- Your balance must always remain above \$0 to ensure connected service. If it falls below \$0, services will be disconnected.
- You will not receive a monthly bill.
- You must have electric service with the City to be eligible for prepaid.

To find out if your address is eligible for prepaid service, please call Customer Service at 334.566.0177 or email [customerservice@troyal.gov](mailto:customerservice@troyal.gov). Existing customers may switch to prepaid; however, the final balance on the account must be paid in full before switching. Any existing deposit will first be applied to the balance owed and any remaining deposit will be added to the prepaid account credit balance.

## HOW DOES IT WORK?

After adding funds to your account, you are billed daily instead of monthly. Your daily bills reduce your account balance. You are required to maintain a balance above \$0.00 to maintain utility service. You will receive various alerts to help you manage your balance and to know when it's time to add funds.

## WILL I RECEIVE A BILL?

Prepaid customers will not receive a paper bill. Instead, prepaid customers will be able to see a daily breakdown of their utility charges through the municipal online payments system.

## ARE THERE ANY DEPOSITS OR FEES TO SIGN UP?

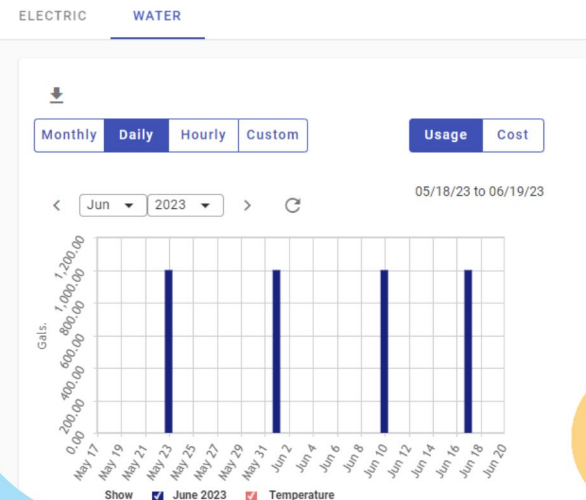
There are no up-front deposits required. There is a one-time \$20.00 fee to get started with prepaid. You will also be required to pay a minimum of \$20.00 on your prepaid account to begin.

## ARE THERE OTHER FEES I WILL INCUR?

There is a \$0.25 daily fee to be a prepaid customer. However, as a prepaid customer, you will never be charged late or nonpayment fees, potentially saving you \$500 or more each year in fees.

## HOW DO I MANAGE MY ACCOUNT?

Login to your existing online payment profile, or if you're a new customer, sign up for one once you've established service. You can manage your alerts and view your daily bills, account balance, daily cost, average cost, and how many estimated days you have left of service based on your account balance. You can also view your monthly, daily, or hourly consumption.



## DO I RECEIVE ALERTS?

As a prepaid customer, you'll get the following alerts once you've setup your contact preferences in your online payment profile:

- Low Balance – will be sent once your account balance reaches \$10 or below
- Pending cutoff – if your credit balance goes below \$0, you will be scheduled to be disconnected the next day (between 10:00am-4:00pm) on weekdays only. If you make a payment prior to the disconnection, your services will remain intact.
- Cutoff – if sufficient payment is not made prior to the scheduled disconnect, services will be turned off until payment is made to bring your account balance above \$0. We recommend adding enough funds to have at least \$20 or above.
- Reconnect – if a disconnect has occurred and you make sufficient payment to bring your account above \$0, your account will be reconnected. Once services have been restored, you will receive a reconnect alert.
- Payment confirmation – once payments have been made, you will receive payment confirmation.

You may also subscribe to these additional alerts to help you better manage your account:

- Daily balance
- Daily usage

## HOW DO I MAKE PAYMENTS?

You can make payments through the following methods:

- Online using the Quick Pay option or logging into your Municipal Online Payments System profile **ANYTIME. PAYMENTS MADE ONLINE MUST BE A MINIMUM OF \$5.00.**
- In-office or over the phone with a customer service representative during normal business hours



## HOW DO I RESTART SERVICES IF I'VE BEEN CUTOFF?

Simply use one of the payment methods mentioned above. If your account balance is above \$0, your services will be connected. We recommend you add enough to not only get above the \$0 minimum required balance, but to give you at least a few days of service if not more.

**THINK PREPAID IS RIGHT FOR YOU??  
APPLY IN-OFFICE OR ONLINE TODAY!**

