

Exceleron – Myusage/Prepay Program

Penalties and Reconnect Fees

The City of Clinton charges a penalty of 10% to all unpaid balances the next business day after the due date. If disconnected a \$25.00 reconnect fee is charged before restoring services. Customer who enroll in the Prepay program are no longer charged these fees making their utilities more affordable. Below will show a few examples of how much a City of Clinton customer paid in 1 calendar year on penalties and reconnect fees. These customers are now using our Prepay program and do not incur these extra charges. If they are disconnected the prepay system will automatically reconnect their services once sufficient payment is made without being charged a reconnect fee.

	Penalties Paid in 1 Year	Reconnects Paid in 1 Year	Total Paid for 1 year
Customer # 1	\$374.95	\$175.00	\$549.95
Customer # 2	\$301.11	\$25.00	\$326.11
Customer # 3	\$236.52	\$75.00	\$311.52
Customer # 4	\$247.72	\$25.00	\$272.72

Debt Assist

The prepay program allows us to help customers by moving a past due balance over to debt assist. The debt assist function takes 25% of every payment made to the credit balance and applies it to the past due balance in debt assist. The percentage taken can be adjusted for each individual customer if necessary.

76% of our Prepay customers have completely paid off the old balances placed in debt assist.

Examples of Customer using Debt Assist

- A customer came in to apply for services and at that time an old bill was discovered. It was determined that this customer would need to pay over \$1700.00 which included the old bill, deposits and service fees. We were able to help this customer and get their services connected with them making an initial payment of \$300.00 (\$45 service charge, \$25 Certificate of Occupancy, \$180 towards balance owed and a starting credit of \$50.00). Within 1 year we have recovered over \$1,000.00 of that original debt while this customer continues to use the program.
- An existing customer comes in at the end of their extension and does not have the full balance owed. They are facing disconnection and we cannot extend the extension they signed. The prepay program gives them an option. We can transition them to a prepay account for just \$50.00 that will keep their services on giving them time to make additional payments towards their credit balance. If they have a deposit the deposit will be applied to the balance they owe and the remainder will go into debt assist allowing them to make payments towards that balance until it's paid off.

Prepay isn't just for customer who have bad debt. There are times some customer's cannot afford the deposits and services fees associated with opening an account. Those fee can be a maximum of \$320.00. We see countless customers who just can't afford to pay those fees after paying deposits and their first months' rent. This leaves customers without utilities until they can get the money needed to open an account. By offering prepay this gives our customers an affordable option and we are able to activate meters which generates revenue.

Usage Monitoring

Customers can use the usage monitoring accounts to see their daily consumption as well as make payments. Monthly utility bills can also be accessed with these accounts as soon as they are generated. There is no need to wait on the mail.

Myusage Online Payments

Myusage is our only online payment option. If using a debit/credit card the only way you can make a payment is online with myusage or by coming to the office. We are no longer able to accept payments by phone due to PCI Compliance. The credit card percentage charged on myusage is 2.3% of the total bill making it cheaper than the 2.35% charged in our office through Munis/Tyler Cashiering. Myusage also accepts e-checks that we are not able to process with Munis/Tyler Cashiering. Below you will see the total of online payments for the last 3 months made through myusage.