



# GIVES YOU THE POWER TO CONTROL YOUR ELECTRIC BILL

As times and needs change, Mountain Electric Cooperative offers its members new technology and choices that allow them to maximize their energy dollars and manage their electric usage.

## PREPAY ALLOWS MEMBERS TO:

- Say goodbye to deposits
- Customize a payment schedule
- Buy electricity when convenient
- Monitor consumption

## PREPAY MEMBERS:

- Never pay late fees
- Never receive paper bills

## HOW DO I MAKE PREPAY WORK FOR ME?

PrePay works best for people who want to take control of their electric account and energy usage.

By monitoring your consumption on a regular basis, you will begin to notice patterns in your daily usage.

As you monitor your usage, you will begin to see when you are using more energy and find ways to lower your electric bill. Studies have shown that participating households generally use 12% less electricity than they did before signing up for a PrePay account.

You can make convenient payments at Mountain Electric Cooperative's office, calling your local MEC office, or online with a debit or credit card or echeck.



To find out if PrePay is right for you,  
call us or visit

[www.mountainelectric.com](http://www.mountainelectric.com)

## Will I receive a low-balance notification or pending disconnect notification prior to disconnection?

Yes. You will receive daily account balance notifications via text message or email. You will be responsible for monitoring the account balance. Electric service will be subject to disconnection—including on weekends and holidays—once the fund balance of the account reaches \$0.

## How can I make a payment on my account?

Payments can be made at any MEC office during regular business hours, over the phone, or online at [www.mountainelectric.com](http://www.mountainelectric.com). These payments will be reflected on your account within one hour.

## Once I have replenished my fund balance, how long will it take to restore power?

If a lapse in funds occurs, please allow at least one hour for your power to be restored. If the power is not restored within two hours, please call your local office.

## What fees are associated with a PrePay account?

Once the initial \$5 membership fee and \$25 connect fee have been paid to open the account, a reoccurring \$6 monthly administration fee will be applied to the account for participating in the PrePay program. PrePay accounts are not charged late fees or collection fees; however normal reconnection fees do apply.

## FREQUENTLY ASKED QUESTIONS

### Do I have to pay a deposit?

No deposit is required to open a PrePay account. Any deposit previously paid by the member will be applied to the member's traditional account. Once all outstanding debt has been paid in full, any remaining credit will be applied to the member's PrePay account balance.

New or existing residential members can sign up at any MEC office (requires 200 amp service or smaller). A minimum of \$75 for existing members, or \$105 for new members (includes \$25 connection fee and \$5 membership fee) is required to participate. Members participating in the *Energy Right Heat Pump Loan* program, Levelized Billing or automatic bank draft are not eligible to participate.

### Will I receive a monthly statement?

No, participating members will access their account information online at [www.mountainelectric.com](http://www.mountainelectric.com), and will receive daily text messages and/or emails.

### How often is my account usage updated?

The cooperative will bill you for your previous day's usage and deduct the bill amount from the credit on your account once daily.