

PREPAID ELECTRIC PLAN DETAILS

NEW MEMBERS

- Members are required to sign the PREPAID ELECTRIC PLAN agreement.
- No deposit is required if member chooses the PREPAID ELECTRIC Plan.
- Member must pay an initial \$50.00 minimum payment to establish credit and activate this plan.
- This account is not subject to late charges or any disconnect/reconnect fees.
- The kwh rate is \$.11776/kwh. The monthly service charge is \$1.23/day.
- Warren County REMC will receive daily readings from our automated meter system, and the bill will be calculated the following day at 9:00AM. There is a lag time of approx. 1 ½ -2 days from meter reading to bill calc. For example, bills calculated on Monday are actually for Saturday usage.
- The daily bill amount will be deducted from the credit balance on the account.
- Prepaid accounts will not receive any paper statements. Daily account history such as usage, charges and payments, is available for review on our website@ www.wcremc.com through the SmartHub app that can also be added to your phone, or by calling our office Monday-Friday 7:30am to 4:00pm.
- **MOST IMPORTANT!!** You will need to set up notifications through SmartHub that will alert you when your credit balance is running low. Click on Manage Contacts to set up the way you want to be contacted. Then go to Manage Notifications to confirm those notification methods. Email, text or phone notifications will start contacting you approximately 5 days prior to the depletion of your credit balance, based on estimated usage.
- **YOU ARE RESPONSIBLE FOR MONITORING THE CREDIT BALANCE ON YOUR ACCOUNT** either by using the SmartHub app on your phone, by using our website www.wcremc.com or by calling our office. You are solely responsible for updating any changes to your contact information, for example new phone # or new email address.
- **THE ONLY REQUIREMENT FOR THIS PLAN IS THAT YOU MUST MAINTAIN A CREDIT BALANCE ON YOUR ACCOUNT!!**
- Electric service will be subject to immediate disconnection if at any time the account runs out of credit. Service will not be disconnected on weekends or holidays, but if credit is depleted during that time, the disconnection will occur after 9:00 AM on the first work day following the weekend or holiday.
- Prepaid accounts are **NOT** eligible for Payment Arrangements, so no extra days will be allowed beyond your credit being depleted, unless it naturally occurs on a weekend or holiday. However, Prepaid accounts can use pledges from Energy Assistance or Trustees, etc., as long as the pledge is made prior to service being disconnected.
- If an account runs out of credit and is disconnected, any **unpaid balance plus a \$25.00 minimum credit** must be paid before service will be restored. For example, if \$3.00 is the unpaid balance, it would take a payment of \$28.00 for power to be reconnected, so the account would end up with a \$25.00 credit balance. The meter would then automatically restore service. If the remote feature does not work, an REMC employee would be dispatched during normal working hours to manually reconnect service.
- If a returned check or chargeback is received on a Prepaid account, the amount of the return plus a \$40.00 return item fee will be charged back on the member's account immediately. If this causes the credit to be exhausted, service will be disconnected.

- If the account is in disconnect status for longer than **7 days**, the account will be considered closed. and any unpaid usage will be calculated and final billed at the next billing date. To re-establish service, any unpaid balance plus the \$50.00 initial minimum would again be required. Service terminated at the request of the member will receive a refund of any remaining credit.
- Prepaid service is only available on residential accounts with standard meters up to 200-amp service.
- Prepaid service is only available to areas where the member's meter is consistently sending daily readings.
- Payments can be made in the office, online, by mail or over the phone during business hours. **After hours**. payments can be made by calling our office line@ 765-762-6114, or by calling the automated payment line directly@ 1-833-890-6257. To speak with a Spanish representative call 1-833-506-3575.
- There are no additional fees added to the Prepaid Electric Program.