



## What is PrePaid Metering?

With PEC's PrePaid Metering Program, members like you pay for electricity in advance. It's a lot like purchasing milk. You buy milk and drink a bit every day. When you notice you're running low, it's time to make a trip to the grocery store for more.

## Answers to Frequently Asked Questions

- How do I know if my balance is low?**

If your balance is low (usually below the amount you established when enrolling), you'll receive a courtesy call and email. If you've downloaded PEC's SmartHub, you can also elect to receive text messages.
- What if I run out of credit or money on the account?**

If the account balance falls below \$0.00, the service will be disconnected (holidays/weekends may alter disconnection time). After a payment is made to bring the account back to a credit, the service will be restored.

**TIP:** Aim to make one payment per month. Monthly transaction fees are refunded in full if only 1 payment received each month! (See your Member Service Representative for details.)
- Am I charged a fee if I'm late or if the service is disconnected?**

No! With PrePaid Metering, you're in control. Pay what you want, when you want. You'll never receive a late fee, disconnection fee, or reconnection fee!
- What about light rental fees, base charges, and other fees?**

Fees not related to daily usage are billed out over the month. For example, if your base charge is \$15.00, you'll be billed \$.50/day for the month, with any overage or under charging collected at True Up.
- What is True Up?**

True Up occurs every 28-32 days, depending on weekends and holidays. This process ensures you are charged accurately, and will refund or bill any difference in fees. For example, if on True Up day you've accumulated \$16.00 in base fees due to timing, you'll be refunded \$1.00 (assuming a \$15.00 base fee).
- How do I make a payment?**

Payments can be made and balances can be checked in our offices, on the SmartHub App through our website at [www.PeoplesElectric.coop](http://www.PeoplesElectric.coop), or by calling (580) 272-1507.

### Download PEC's SmartHub App

View account balance, make payments, and track daily usage!  
Use search term "NISC SmartHub."

