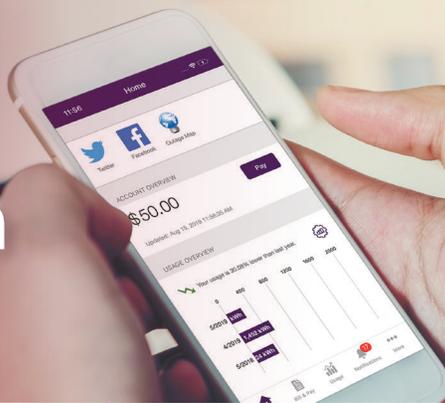


PREPAY

Billing Program

FAQs



1. What is prepay billing?

Prepay is a self-managed billing option that allows you to pay as you use. To begin, establish a minimum credit balance and set notifications to allow you to monitor your account usage. As energy is used, the credit balance is reduced on a daily basis. You can make payments to increase or replenish your credit balance at any time. If at any time the balance is fully depleted, the account is subject to immediate disconnection.

2. How do I sign up?

To sign up, visit us at any local Warren RECC office during regular business hours.

3. Is there a credit check required to set up prepay service?

Because you purchase your electricity as you use it, there is no need for a credit check for prepay service.

4. Is there a deposit required to set up prepay service?

All accounts enrolled in prepay billing are subject to a refundable reserve fee of \$50 which is applied to the account when the member requests to disconnect service.

5. Is there a monthly fee to participate?

All accounts enrolled in prepay billing will be subject to a monthly service fee (\$5) for administrative costs.

6. How is my bill calculated?

Electricity charges are calculated on a daily basis and deducted daily for the previous day's usage. Additionally, all monthly fees and any applicable fees (such as outdoor lights) are prorated and applied on a daily basis.

7. How do I pay my bill?

Members can make payments 24 hours a day using SmartHub online at www.wrecc.com, on the SmartHub mobile app (available in Apple or Google Play stores) and via phone at (866) 319-3234. Members may also make payments at any local Warren RECC office during regular business hours.

8. Will I be able to set up an auto-refill payment?

Automatic bank drafts are not available with the prepay billing option. However, payments may be scheduled through the SmartHub app.

9. Will I be able to get a payment extension?

No, accounts enrolled in prepay are not eligible for payment extensions.

10. When will I know it's time to make a payment?

To manage account and notification preferences, members must register in SmartHub, either online or through the app. Members receive daily balance notifications and may choose to receive low balance notifications by email or text.

No paper bills or notifications will be issued to members who choose the prepay billing option.

11. Once I have received a low balance notification, how long do I have to make a payment?

A participating account will be subject to immediate disconnection any time the account has a zero or negative balance.

12. Are late fees charged if I am late paying my bill?

No late fees will be charged on accounts in the prepay program, however any account with a zero or negative balance is subject to immediate disconnection.

13. If I am disconnected, how much does it cost to reconnect my electric service?

There is no fee to reconnect electric service. Once an account is disconnected, the member must establish a \$50 credit within 7 days to reconnect the service. To establish a \$50 credit, member must pay account balance, any debt arrangement as agreed, and a minimum energy purchase of \$50.

After 7 days of being disconnected, the account will become inactive.

14. Why do I need to have a valid email address or text capabilities?

Members must have valid email and/or text capabilities to be able to receive billing notifications. Account notifications are offered by email or text through SmartHub.



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