

# **Electric Service**

## Payment Options

- **Online via SmartHub (24 hours a day):** [www.pgec.coop/SmartHub](http://www.pgec.coop/SmartHub) Debit/Credit Card (VISA or MasterCard)
- Free **SmartHub mobile apps** available from Google Play or the Apps Store
- **Phone (24 hours a day):** 804-834-2424/option #2  
Debit/Credit Card (VISA or MasterCard)
- **Mail**  
PO Box 620, Waverly VA 23890-0620  
Attention: **PrePay**  
Check or Money Order (applied upon receipt)  
Include Account Number and Service Address on check or money order.
- **In Person at PGEC Office (Monday – Friday, 8:00 a.m. – 5:00 p.m.)** Cash, Check, or Money Order
  - o Waverly: 7103 General Mahone Hwy., Waverly, VA 23890
  - o Prince George: 5718 Courthouse Rd., Prince George, VA 23875
- **PGEC Office Night Depositories**  
(applied next business day)

## Monitoring your energy use or account balance:

### Online:

1. Login to your SmartHub account at [www.pgec.coop](http://www.pgec.coop) or download the SmartHub app for your smartphone
2. Type in your email address and password or register your account following the easy prompts
3. When you login to your PrePay account you will find:
  - \*A Chart showing the Last 30 Days Energy Use/Charge
  - \*Last Day Energy Use/Charge
  - \*Average Daily Energy Use/Charge
  - \*Average Daily Energy Use/Charge.
  - \*Current Account Balance or Unpaid Balance
  - \*Last Payment Made
4. In setting up your SmartHub account, make sure to activate your notification settings.
5. After making payment to reconnect a PrePay account, members will need to push the activation button on the front of the meter glass.

### By Phone:

1. Call 804-834-2424/option #2 for your PrePay Account Balance

## General Information/Helpful Hints:

1. Service is subject to be suspended when an account balance reaches \$0.
2. When an account is suspended, the service will resume within 3 hours of a positive account balance (main breaker should be off).
3. Should a daily automated meter reading be unavailable, the low balance notification system may report the same account balance as prior day. No member shall be disconnected for a negative account balance as long as actual readings cannot be obtained.