

FREQUENTLY ASKED QUESTIONS

What is PrePay?

PrePay is a Residential and Small General Service payment option offering an electricity plan designed to give members more control over their account. Members choose how much PrePay electricity they want to buy and when to buy it.

As a PrePay member, will I have to pay security deposits or late fees?

No. The normal security deposit for a Residential/Small General Service account is not required. Also, you are not subject to any late payment fees resulting from the suspension or resumption of electric service.

Is PrePay available to both new and existing members?

Yes, PrePay is available to both new and existing Residential and Small General Service members receiving 200 amp service and having the necessary metering equipment at the member's service location(s). Small General Service members requesting PrePay service must be located on the property of a current Residential Service being served under the PrePay program. Members must establish a minimum initial payment of \$25. If the member is new to PGEC, a \$30 activation fee and a \$5 membership fee will also apply.

How do PrePay members access billing and account information?

PrePay members will not receive account billing statements. Usage and payment information is available on a daily basis through SmartHub at www.pgec.coop, by downloading the SmartHub apps, or by calling 804-834-2424, option #2.

How is my account balance calculated?

A meter reading will occur at least once each day. Your PrePay account balance will be calculated daily. The PrePay balance is determined by subtracting usage, access charges, taxes, and other applicable charges from the Member's PrePay balance.

How can I make a payment on my PrePay Account?

Payments may be made 24/7 by telephone or you may sign up for SmartHub, a free internet payment option which also has free downloadable apps. Payments may also be made at either of PGEC's two business offices, Mon – Fri, 8:00 am to 5:00 pm. A complete list of payment options is available at www.pgec.coop.

How will I be notified when my PrePay account balance begins running low?

Upon enrollment in the program, members will select a low balance amount and their preferred method of notification (email, automated calling service, text message). Members will be notified when their balance reaches the predetermined amount.

What happens when my PrePay account balance is zero or below?

Service is subject to suspension until a payment is made that creates a minimum credit balance. Suspension of service may occur Monday through Friday, between the hours of 8 a.m. and 4 p.m. Once necessary payment has been made on the account, service will resume within three hours (main breaker should be off). If payment is not made within 30 days, the account is considered inactive and closed. To avoid recurring charges, the Member must contact the Cooperative and request the service be disconnected. Members are responsible for monitoring their PrePay account balance.

If I sign up for PrePay can I ever switch back to the traditional monthly billing?

Yes. However, you may be required to pay a security deposit, with one-third payable upfront.