

Can I convert back to a traditional account?

The PrePay Plan is a payment choice for our members and is totally voluntary. The member can opt out of PrePay at any time. After cancellation of PrePay by the member, the member will be responsible for any deficit on the account. In order to switch back to a traditional account, the member will be responsible for paying all traditional connection fees and deposit requirements as well as any past due balances from PrePay.

How do I manage my electricity consumption on PrePay?

Don't worry! Upon enrollment in the program through our SmartHub App, you will have the capability to access your daily use and setup monitoring alerts. MEC is here to help you by providing you with the educational material that you need to use electricity wisely. You can also log on to www.meckelec.org and view our "Save Energy" section or call your local Mecklenburg Electric Cooperative district office for more helpful tips on how to better manage your electric consumption.



Your Touchstone Energy® Partner 
www.meckelec.org

How do I pay on my account?

It's Easy!

24 Hours/7 Days a Week

Payment Options Include:

SmartHub - Download the SmartHub App and manage your account with the touch of a button.

Online - Visit our website and select Pay Now to make a quick payment or select SmartHub to pay and manage your account.

www.meckelec.org

By Phone - Call our automated system at:
1-877-541-5737

Kiosks - Available at each MEC District office.

At MEC District Offices - Payments applied immediately during normal business hours of 8:00 a.m. - 5:00 p.m., Monday-Friday.

Chase City District
11633 Hwy 92 W
Chase City, VA 23924
(434) 372-6200

Emporia District
1413 Pleasant Shade Drive
Emporia, VA 23847
(434) 634-6168

Gretna District
606 Vaden Drive
Gretna, VA 24557
(434) 656-1288



Manage

Energy &

Cash

 **PrePay**



What is Prepaid Electric Service?

It means ---

You pay your way!

No more due dates

No deposits or credit checks

No late fees

No disconnect or reconnect fees

Take control of your electric costs and energy use. With MEC's Prepaid Electric Service "PrePay" you can make payments towards your balance daily, weekly or bi-monthly. No more waiting to see what your monthly electric bill will cost at the end of the month. This program allows you to monitor your electric use on a daily basis so that you can better control how much electricity you use.

Statistics indicate that those individuals on prepaid metering programs often have lower electric consumption--which means you pay less.

Am I eligible for PrePay?

This service is not available to you if you:

- Have a Serious Medical Needs Form filed with MEC.
- Are enrolled and wish to remain in the Budget Billing Program.
- Are enrolled and wish to remain in the Automatic Credit Card/Bank Draft Program.
- Have discontinued PrePay within the last 12 months.
- Are not on Schedule R-U (Home and Farm Service).
- Have a service size greater than 200 Amps.

How does it work?

- Participating members do not receive a monthly bill. **You are in complete control of and responsible for monitoring your PrePay balance through our SmartHub App.**



- Your PrePay account balance will be calculated daily using the same calculations from a traditional account.
- If your account reaches a zero balance, your electric service will be suspended.
- Electric service will resume within three hours of receiving a payment and creating a positive balance on your PrePay account. **Payments after hours or on weekends must be made by using one of our 24-hour payment options in order to be turned on within this time frame.**
- Recurring charges will continue to be applied daily as long as the account is active whether the service is on or off. **To stop service and avoid recurring charges, you must contact the Cooperative.**
- If the electric service is off for 30 days the account is considered inactive and closed.



How much does it cost to go on PrePay?

PrePay uses the same rate as our residential rate schedule. There is **NO DEPOSIT**. Members will be required to pay a minimum of a \$25 prepayment balance + a one-time \$15 initiation fee + any applicable service charges.

It's that Simple!

How do I check my PrePay account balance?

- Log into your MEC account at www.meckelec.org.
- Download the SmartHub App.
- Call our automated phone system at 1-877-541-5737.



What happens when my PrePay account reaches a zero balance?

- Service is suspended until payment is made.
- Service will resume within three hours of a payment that creates a positive minimum account balance.
- If payment is not made within 30 days, the account is considered inactive and closed. A bill will be mailed to the member for any existing balance.