

PREPAID BILLING

PAY YOUR ELECTRIC BILL ON YOUR OWN SCHEDULE

How does it work?

- Prepaid billing allows you to pay for your electrical usage in real time. Rather than wait until the next billing cycle to pay for usage from the prior month, you pay for energy as it is consumed. Your meter is read (or in some cases estimated) daily and the amount of energy used is deducted from your available prepaid credit balance.
- When your credit balance drops below \$25.00 (-\$25.00), you will receive a low balance alert through an email and/or text message.
- When your credit balance is depleted (\$0.00), your account is automatically disconnected.



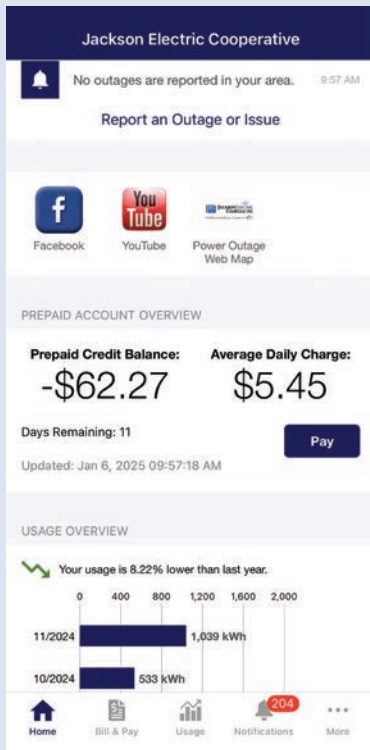
QUESTION	ANSWER
Are all accounts eligible?	Residential accounts that have a meter regularly communicating with the Jackson Electric office are eligible. This will be verified PRIOR to enrollment. <i>Prepaid is not recommended for households requiring a continuous flow of power due to a medical necessity.</i>
Do I have to sign an agreement?	Yes, a Prepaid Billing Agreement must be signed and on file prior to enrollment.
How much does it cost to sign up?	Half of the total/outstanding balance plus the to-date (unbilled) usage must be paid PRIOR to enrollment. In addition to the account being at a \$0.00 balance to enroll, the account must have a minimum credit balance of \$25.00 (-\$25.00). <i>Prepaid meters are still assessed the same charges as a traditional residential account (facility charge, tax, Commitment to Community), with the exception of late fees. Monthly charges are prorated to a daily charge.</i>
When is my meter read?	Meters with good communication are able to take readings every 15 minutes.
How do I add money to my account?	A payment can be made through any of our payment channels. <ul style="list-style-type: none"> • Mailed payments <u>are not recommended</u> due to the time sensitivity of prepaid billing. • Online payments through SmartHub or our secure payment phone number <u>are recommended</u>.
How will I know when my balance is low?	Notifications are sent from SmartHub based upon the notification preferences. (A registered SmartHub account using a valid email address is a requirement of this program.) <ul style="list-style-type: none"> • A low balance alert will be sent every day that the account reaches below a \$25.00 credit balance (-\$25.00). • Disconnection notice will be sent when the account reaches a \$0.00 balance.
When will my service be disconnected?	Service will be disconnected when the account balance reaches \$0.00.

QUESTION	ANSWER
How do I get my service reconnected?	You must make a minimum payment of \$25.00 to establish a credit on your account.
Are there late or disconnect fees?	Prepaid billing accounts are not subject to late fees or disconnect fees. However, nonsufficient funds fees (\$30) still apply and will be added to the prepaid balance along with the returned payment.
Can I make a payment arrangement?	Payment arrangements are not offered for prepaid billing accounts. Any Energy Assistance payments will be posted when received.
Can I switch back to traditional billing?	Once enrolled, you must remain on prepaid for one year. A security deposit may be requested when switching back to traditional billing depending on credit history.
I'm ready to enroll. What do I do?	Contact Jackson Electric's office. A member service representative will discuss the prepaid billing program with you and determine your eligibility. A prepaid agreement and payment are required for enrollment.

PREPAID BILLING SMARTHUB NOTIFICATIONS:



Prepaid notification on cell phone SmartHub app:



Jackson Electric Cooperative

No outages are reported in your area. 9:57 AM

Report an Outage or Issue

Facebook YouTube Power Outage Web Map

PREPAID ACCOUNT OVERVIEW

Prepaid Credit Balance: **-\$62.27** Average Daily Charge: **\$5.45**

Days Remaining: 11 Pay

Updated: Jan 6, 2025 09:57:18 AM

USAGE OVERVIEW

Your usage is 8.22% lower than last year.

11/2024	1,039 kWh
10/2024	533 kWh

Home Bill & Pay Usage Notifications 204 More

E-mail notifications received through SmartHub:

Daily Prepaid Balance Alert

The current prepaid balance is **-\$39.86** for account .

Daily Usage: 34 kWh
Daily Bill Amount: \$5.04

Please note that a credit balance will show a (-) in front. A positive amount indicates an amount due.

To make a payment, use the Pay Now button below, call 833.679.0919, or in-person at our office. It is not recommended to mail your payment.

Please contact our office at 715.284.5385 with any questions.

Thank you.

Pay Now

Prepaid Low Credit Balance Notification

The prepaid credit balance is running low for account . At this time the balance is **-\$16.99**.

A credit balance is indicated with a (-) in front. A payment due will show as a positive amount.

For continued service, please make a payment. Use the Pay Now button below, call 833.679.0919, or in-person at our office. Because this is time-sensitive, do not mail your payment.

Please contact our office at 715.284.5385 with any questions.

Thank you.

Pay Now