

## Choctaw Electric Cooperative - Prepaid Metering FAQ's

- ✚ What is prepaid metering?
  - Prepaid metering is a pay as you go electric service. You pay in advance for the electricity you will be using.
- ✚ How can I check my prepaid balance and make payments?
  - Online on our website, [www.choctawelectric.net](http://www.choctawelectric.net) and clicking on SmartHub.
  - Free Smarthub App available to IOS and Android devices.
  - Calling any office toll free at 1-800-780-6486.
  - Visiting an office at Hugo, Idabel or Antlers.
- ✚ Are low balance notifications sent?
  - Yes, once you reach a credit balance of -\$20.00 or below you are notified by email, text or phone.
- ✚ How often do I need to make payments?
  - That is up to you. Payments may be made daily, weekly or monthly as long as a credit balance is maintained.
- ✚ Am I subject to late fees?
  - No
- ✚ What if I don't receive notification?
  - You are responsible for notifying CEC of any changes to contact information and for checking your prepaid balance.
- ✚ What happens when my credit is \$0 or below?
  - Power will be disconnected once your account no longer has a credit.
  - Disconnects will be immediate and without further notification.
  - Inclement weather does not prevent disconnection.
- ✚ If I am disconnected how can I get reconnected?
  - Payment will need to be made in order to have a minimum of a -\$10.00 credit balance.
- ✚ Are there any fees to reconnect if I am disconnected due to non-payment?
  - No reconnect fees are associated with prepaid.
- ✚ Does CEC have a separate rate for Prepaid?
  - No, the billing rate is the same as the standard rate.
- ✚ How are prepaid members billed?
  - Prepaid is billed and updated daily at 10:30am.
  - You will not receive a monthly billing statement.
- ✚ What is the cost to start prepaid?
  - \$125 minimum to start prepaid - \$5 membership, \$10 deposit, \$25 connect/transfer fee and a minimum of \$85 towards electric credit.
- ✚ What if I receive a payment guarantee for energy assistance?
  - Assistance pledges are applied to the account as a credit.
- ✚ Can I choose to be moved to standard billing at any time?
  - Yes. CEC will require full payment and may require a deposit (based on your credit) as a condition of continued service.