

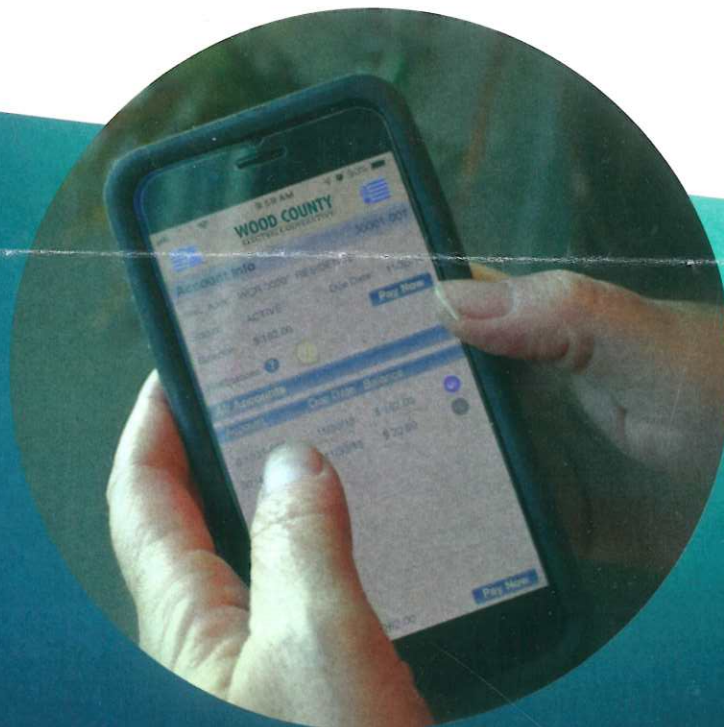
MORE OPTIONS. MORE CONVENIENCE. 24/7.

SMARTPOWER

PREPAY ELECTRICITY

The Basics

WOOD COUNTY
ELECTRIC COOPERATIVE



Welcome to SmartPower Prepay

FRM: Wood County

Alerts and Reminders

SUBJ: BALANCE AND
USAGE ALERT

MSG: The Prepaid balance
for account 0000001 is
125.00. Latest usage was
136 kWh.

The new prepay system has many advantages over the old system, but it operates much differently. Whereas the old system billed minute-by-minute, this new system bills DAILY at 2:00 p.m.

Every day at 2:00 p.m. the system reads your account balance. Within 30 minutes, you'll receive a text message that displays your BALANCE and previous kWh usage. There are several different messages you may receive, based on the various scenarios and the credit balance on your account. Examples follow.

Example 1

If your balance has fallen below the safe threshold of \$15.00, you'll receive a low balance warning. It's advisable to add credit then, because the system won't read your balance or bill you again until the next day at 2:00, and you could go into debt by then.

FRM: Wood County

Alerts and Reminders

SUBJ: LOW BALANCE
ALERT

MSG: The Prepaid
balance for account
0000001 is 11.05.
Please contact us.

FRM: Wood County

Alerts and Reminders

SUBJ: PENDING AUTO
DISCONNECT

MSG: Electric service
for account 0000001
is pending cutoff as
PPM Balance reached
disconnect threshold.

Example 2

If in debt, you'll receive a warning that your account is pending cut off. You will have a grace period until 10:00 a.m. the following day to add credit.

Example 3

The day after you receive the message shown in Example 2, the system will check your account balance at 10:00 a.m. If there is debt your meter will shut off. Within 30 minutes after shutoff, you'll receive an alert that indicates power is off. It's better NOT TO LET THIS HAPPEN, as you'll be required to add a minimum balance amount, and it may be much more than you're accustomed to.

FRM: Wood County

Alerts and Reminders

SUBJ: SERVICE
DISCONNECT ALERT

MSG: The Prepaid
Metering service has been
disconnected for account
0000001.

How To Revalue

ONLINE

To pay on-line or with the mobile App, create an account at wcec.org. Go to My Accounts, New User, Create an Account. Have your account number handy and follow the prompts. Once set-up, you can log on to add credit any time.

APP

To get the free Bill Pay App, just search for "Wood County Electric Cooperative" in the Apple Store or in the Android Market and download it. To use the App you must have an on-line account. If you need help setting that up, call the office at 903-763-2203.

PHONE

Pay via the auto-system by calling 903-763-2203 or in person weekdays from 7:30 a.m. to 5:30 p.m.

IN PERSON

It's always our pleasure to see you at the office or our mobile unit. See WCEC.org for times and locations

If Your Meter Shuts Off

This can be a frustrating scenario. Hopefully, it will never happen to you as you'll receive several warnings on multiple days before shut off, with ample time to add credit. But if it does, the best thing to do is to call the cooperative to learn the required amount needed to restore power. To restore, you **MUST REACH A MINIMUM CREDIT BALANCE** of \$20.00. To do that you'll need to **OVERCOME ANY INCURRED DEBT** from kWh used between the time your balance reached zero and shut off. For example, if you used \$3.00 worth of kWh in that in-between time, the minimum credit needed is \$23.00. (\$3.00 to satisfy the debt, plus \$20.00 to satisfy the minimum the computer must detect to turn power back on).

In the example above, if there is also a debt arrangement, remember, 20% of every payment is automatically sent to satisfy that. So, if you add \$23.00 of credit, 20% (\$4.60) is automatically allotted to the debt arrangement. That only leaves \$18.40 credit. Your power will **NOT TURN ON**, because the computer must detect a \$20.00 credit balance to restore power. If that happens, the next payment you make to try to restore power will also send 20% to the debt arrangement. Rather than guessing, the surest way to know the correct amount that reaches the \$20.00 minimum is to call the office at 903-763-2203. Once the credit threshold is reached, and power is restored, you'll receive a text indicating that.

Meter Shut Off Times for Meters in Debt

Automatic meter shut off happens the first non-holiday weekday after a grace period, between 10:00 a.m. and 11:00 a.m. System parameters give a grace period (no shut off) during holidays, and weekends, or if the National Weather Service issues an extreme temperature alert for the area.

Reporting System Outages

In the case of a power outage (not due to zero credit) members should report these via the outage hot-line or by sending a text. The system recognizes a member by the account number or telephone number listed on the account. Therefore, it's important that your current phone number is on file, or these will not work for you.

Outage Hot-line

- Dial toll free to 1-866-415-2951 to report and hear about an outage.
- Listen for information regarding any large-scale outages.
- Follow simple prompts to enter your account number or telephone number.
- The system will notify our 24-hour dispatcher to direct crews to the outage location.

Outage Texting

Mobile phone number must be in our records associated with your account. Then:

- Text the word "WOOD" to the number 85700.
- Reply to the returned text with the option that matches your address and you'll be enrolled.
- If you get the message, "Your location is unknown", it means we do not have your mobile number in our records, and you'll need to call us so we may input it.
- To Report an Outage: Text "OUT" to 85700.
- For Status Updates: Text "STATUS" to 85700.

MEMBER OBLIGATIONS

WCEC members have several payment methods to choose from. SmartPower is a member managed system and members that select this method assume the responsibility of keeping their power on by ensuring credit remains on their account.

SmartPower accounts do not receive monthly bills or statements, so it's highly recommended members elect to receive periodic notifications of account balances via text or email. Members who decline these notifications are responsible for tracking account balances on-line or by calling the cooperative. It's the member's obligation to know the amount of credit remaining on their account to avoid auto-disconnect. Failure to receive any notifications does not release a member from payment/account balance obligations.



WOOD COUNTY ELECTRIC COOPERATIVE

Questions?

Office Hours: M - F from 8:00 a.m. to 5:00 p.m.

Phone: 903-763-2203	• Outage Phone: 1-866-415-2951
Email: info@wcec.org	• Website: wcec.org