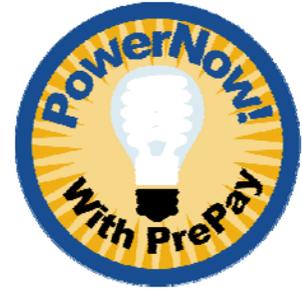


PowerNow! with Prepay FAQ

1. What is the **PowerNow! with Prepay** program?
 - a. **PowerNow! with Prepay** program puts you in the driver's seat for purchasing electricity. **PowerNow! with Prepay** is like filling your car or truck with gasoline. You monitor the fuel level and decide when you should re-fill. Adding money to your account allows you to "refuel". You simply pay for your electricity before it is used.
2. How does **PowerNow! with Prepay** work?
 - a. Your meter is read daily and your account balance is reduced by the previous day's usage. In the event that we cannot get a reading from your meter, our system will estimate your usage based on historical usage. In the event that an estimated usage is used, the system will "true" up the charges when a valid reading is received.
 - b. Low balance notifications are automatically sent to you through email, text message, phone, etc. You choose the method you want to use for receiving notifications through SmartHub. If the account balance reaches zero, power is automatically disconnected until payment on the account is received.
3. When am I notified of low balances?
 - a. Low balance notices are sent based on your preferences. The system defaults to a five (5) day low balance notice; however, you can choose to override this and be notified when your balance reaches a certain dollar value.
4. What type of notifications can be sent?
 - a. Notifications can be sent to you by email, text message, and phone notification. You can also view your balances through SmartHub or on your mobile device via the SmartHub app.
5. What are the benefit(s) of using **PowerNow! with Prepay**?
 - a. Existing members can choose their own due date and pay as many times as they wish throughout the month instead of paying one lump sum.
 - b. New members can choose this option instead of paying a deposit and also have the benefit listed in "A".
 - c. Disconnected members are allowed to go on this program as long as part of each payment is applied to their past due balance. This percentage would be determined by our Credit Manager. This would allow you to be reconnected without having to pay large balances of past due amounts to reconnect. You would also receive the benefits of "A" and "B".



- d. **PowerNow! with Prepay** gives you the greatest control over your electric usage and allows you to control when you pay for your electricity each month.
6. Is everyone allowed to be on **PowerNow! with Prepay**?
 - a. Because of the way that the disconnect meters and AMI system work, only members that have a 200 amp metered service and good AMI connectivity are eligible.
 7. What if I do not receive the disconnect/low balance notice?
 - a. We would treat this the same way that we do with our normal disconnect process. Failure to receive the alert does not stop us from disconnecting. You are strongly encouraged to monitor your accounts and electric usage through SmartHub and not rely totally on notifications.
 8. Are there additional costs for me?
 - a. At this time there are no additional charges to be on **PowerNow! with Prepay**.
 9. How do I pay?
 - a. You can pay through our website (SmartHub), over the phone (866-999-8451), in person, on your mobile device, etc. In the event that you can only pay in cash and our office is closed, you would need to purchase prepaid cash cards (Visa, MasterCard, and Discover) and pay via the phone system or website. These cards can be purchased at local banks, and retailers like Costco, K-Mart, Target and Wal-Mart/Sam's Club to name just a few.
 10. Is there a minimum amount that I must pay each time?
 - a. The minimum amount that you must pay each time you make a payment is \$10.
 11. Are there any initial costs for me?
 - a. You must pay \$25 to have on your account to start the program.
 12. How often can I pay?
 - a. You can pay as many times throughout the month as you would like.
 13. What if I receive Energy Assistance?
 - a. Energy Assistance payments will be posted to your account balance once it is received by us.