

FREQUENTLY ASKED QUESTIONS

As a PrePay member, will I have to pay for security deposits or late fees?

No. The normal security deposit for a residential account is not required. Also, you are not subject to any late payment fees or fees resulting from the suspension or resumption of electric service.

Is PrePay available to both new and existing members?

Yes, as long as eligibility requirements are met. Members must establish a minimum initial payment of \$25. If the member is new to REC, a \$15 administration connection fee will also apply.

How do PrePay members access billing and account information?

Energy use and payment information are available through MyREC SmartHub. After logging into your online profile, your account information is displayed on the homescreen or by clicking Billing and Payments. Keep track of your energy use through the MyUsage section of MyREC SmartHub. You can also call 1-800-552-3904 to receive account and energy use information from a member service representative.

How is my account balance calculated?

A meter reading will occur at least once each day. Your PrePay account balance will be calculated daily. The PrePay balance is determined by adding usage, access charges, taxes, and other applicable charges then subtracting payments received.

How can I make a payment on my PrePay Account?

Payments can be made 24/7 by telephone or internet. You may also make payments at any one of REC's four business offices, Mon - Fri, 8:00 am to 5:00 pm. 24-hour payment Kiosks are available at all offices. You may also choose participating Western Union (one business day processing) or MoneyGram locations (fees apply). A complete list of payment options is available in the PrePay brochure or at www.myrec.coop.

How will I be notified when my PrePay account balance begins running low?

Upon enrollment in the program, you need to create a MyREC SmartHub account at myrec.smarthub.coop. Select Manage Notifications under the notification tab to receive low balance notifications through email or text messaging. Phone alerts are automatic until you opt-out of this notification method. You will be notified when your balance reaches the predetermined amount. To opt-out of phone alerts call 1-800-552-3904.

What happens when my PrePay account balance is zero or below?

Service is suspended until a payment is made that creates a positive balance. Suspension of service may occur seven days a week, between the hours of 7 a.m. and 3 p.m. Once the account balance is positive, service will resume within three hours (main breaker should be off). If payment is not made within 30 days, the account is considered inactive and closed. To avoid recurring charges, the Member must contact the Cooperative and request the service be disconnected. You are in complete control and responsible for monitoring your PrePay account balance.

If I sign up for PrePay can I ever switch back to the traditional monthly billing?

Yes. However, you may be required to pay a deposit, with one-third payable upfront.

Rappahannock Electric Cooperative is an equal opportunity provider and employer.