



The Pay As You Go program from TCEC is simple, affordable and flexible. You decide when and how to pay your bill. You are in charge of your energy use. Plus, there are no fees or deposits on the program.

Benefits include:

- **Freedom from monthly bills, deposits and fees**
- **Control your energy use through regular monitoring**
- **Flexible payments: pay when and how you want**
- **Free text and email alerts**

Don't delay, enroll today!

PAY AS YOU GO FAQs

1. What is Pay As You Go?

Pay As You Go is a program offered by TCEC which allows members to avoid deposits and fees, customize their payment schedule, purchase energy when convenient, and monitor their electricity consumption in a self-managed program.

2. How do I know if Pay As You Go is the right choice for me?

Would it be easier for you to make weekly or biweekly payments rather than one large payment each month? If so, Pay As You Go may be for you.

3. Who benefits and what are the benefits of this program?

TCEC, like virtually all utility providers in America, runs a credit check on any person applying for new service. Under the traditional monthly billing system, applicants with a history of non-payment or other credit impairments are required to pay a security deposit to open their account. Many people find it difficult to come up with the money for those deposits in the middle of moving, which is an expensive project by itself.

Through the online member services portal, members can set up several convenient options for alerts and payment. Members can be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via email or text. Members can also set up alerts and monitor power use via our mobile app: TCEC Mobile. Download it from the app store on your smartphone.

4. How do I sign up for Pay As You Go?

To sign up or switch an account to the Pay As You Go program, members can call TCEC at 580-652-2418. An election form must be signed to enroll in the Pay As You Go program.

5. I already have a traditional TCEC account. Can I switch to Pay As You Go?

Yes, you can switch to a Pay As You Go account even if you already have service with TCEC. Any existing security deposit will be applied to any outstanding balance and your new Pay As You Go account.

In most cases an outstanding balance can be spread out over a period of time through a payment agreement. If a payment agreement is made, all money applied to the account will be split between the outstanding balance and future energy use. Seventy five percent will be applied to new energy use, with the remaining 25 percent applied toward the past due balances.

6. How much is my initial payment or activation fee if I am new to the program?

There are no deposits, membership or processing fees to enroll in Pay As You Go. However, there must be a credit balance at all times

to maintain electric service. The minimum credit balance required to begin service with Pay As You Go is \$20.

7. Will I need to put a deposit on my account for the Pay As You Go program?

No, Pay As You Go members do not pay a deposit.

8. Will I receive a bill?

No, Pay As You Go members will not receive a monthly statement. Members can access their account information via TCEC's website, mobile app, in person or via telephone. They can also receive text or email account and balance updates.

9. How can I check my balance?

Pay As You Go members can log in to their accounts through the member service portal found on TCEC's website. You can also sign up for text or email alerts for balance notifications. By default, you will receive a notification when your account has a credit balance of \$25 unless you modify this alert level yourself.

Members can also monitor power use through the mobile app: TCEC Mobile. Download the app from the app store on your smartphone.

10. How do I make payments?

Payments can be made at the member's convenience by either visiting the online member service portal on TCEC's website, one of the payment kiosks located across TCEC's service area, via phone with check or credit card or in person at our Hooker office. Members can also pay via the TCEC Mobile app for smartphones.

Members participating in the Pay As You Go program are not eligible for payment arrangements, Electronic Funds Transfer (EFT) or Levelized Monthly Payment (LMP) programs, unless they cease participation in the Pay As You Go program.

11. How much money should I keep in my Pay As You Go account?

That is the beauty of this program; it is entirely up to you. Members can put as much or little in as they need or that fits into their budget. TCEC does require that customers have money in their account at all times. The minimum amount accepted to refill your Pay As You Go account is \$20. Members may purchase power by internet, telephone, payment kiosk, mobile app, or during normal business hours at the cooperative's office.



12. When will I receive a low balance notice?

Again, this is entirely up to the member. When you set up your Pay As You Go account, the default credit balance at which you will receive alerts is \$25. You select how and when you want this information, whether it is through text, email or mobile app.

13. What if my Pay As You Go account runs low?

Payment is at the member's discretion. Once your account reaches a zero balance, it is subject to immediate disconnection. If you do not purchase more power, the meter will be turned off. The Service Availability Charge will continue to accumulate on the account and will be deducted from the next additional purchase payment. The minimum amount accepted to refill your Pay As You Go account is \$20. Once a payment is made and processed, power will be reconnected.

14. Will my power be disconnected on holidays, weekends or during severe temperatures?

Members may be disconnected at any time their balance falls below zero.

15. If I decide to no longer participate in the program, am I eligible to re-enroll in a traditional TCEC account?

The Pay As You Go program is offered on a strictly voluntary basis upon election by any member receiving residential service and desiring to participate in the program. However, those members choosing the Pay As You Go program with an existing past due (e.g., delinquent) will be required to remain on the Pay As You Go program until the balance is paid in full.