



PrePay

For Electric Service



**Rappahannock
Electric Cooperative**

A Touchstone Energy® Cooperative 

PrePay

Choose how much and how often you want to pay before you use electricity.

PrePay What's the Difference?

	Billed Monthly	PrePay
Rate	Same	Same
Administrative Connection Fee	\$15	\$15
Deposit Required	Yes	No
Minimum Initial Prepayment Balance	\$0	\$25
Late Payment Charge	1½% of the overdue amount	\$0
Reconnection Charge	\$52	\$0
After-Hours Charge	\$172	\$0

How does PrePay work?

- You are responsible for monitoring your PrePay account since you will no longer receive a paper bill.
- Your PrePay balance is calculated daily by adding the energy charges, access charges, and taxes then subtracting payments received.
- **If your PrePay account balance reaches zero your electric service will be suspended.**
- Electric service will resume within three hours of receiving a payment that creates a positive balance.
- Recurring charges will continue to be applied daily as long as the account is active whether the service is on or off. **To stop service and avoid recurring charges, you must contact REC.**
- If electric service is off for 30 days your account is considered inactive and closed.

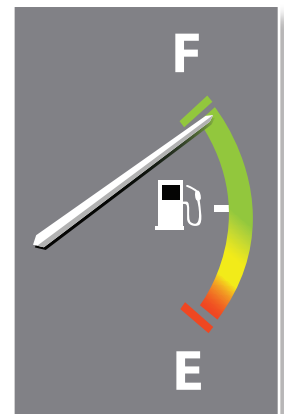
Am I eligible for PrePay electric service?

All residential members are eligible unless they have a serious medical condition or prefer to participate in:

- The Time of Use rate option
- Net Metering
- AutoPay
- Budget Billing

How do I check my PrePay account balance?

- Log into your MyREC Account at www.myrec.coop/SmartHub
- Call automated phone system at 1-800-552-3904



Is PrePay the right choice for me?

By monitoring your energy use on a regular basis, you will begin to notice patterns in your day-to-day use. Any variation from this pattern, such as a house guest (increase) or a vacation (decrease) will become evident as you monitor your account. Monitoring and controlling daily use can help keep electric costs down.

Statistics indicate prepay electricity programs help lower electricity use due to increased awareness.

What happens when my PrePay account balance is low?

- After logging into MyREC SmartHub at www.myrec.coop/SmartHub, select Manage notifications under the notification tab to receive your low balance notifications through email or text messaging.
- Based on your selection(s), you will be notified when your balance reaches the predetermined amount. This gives you time to make a payment.
- Notifications continue until the balance is depleted or a sufficient payment is made.

What happens when my PrePay account balance is zero?

- Service is suspended.
- Service will resume within three hours of a payment that creates a positive account balance (main breaker should be off).
- If payment is not made within 30 days, the account is considered inactive and closed.

How do I make a payment?

PayNow (24 hours a day)

myrec.smarthub.coop/PayNow.html
Debit/Credit Card or Bank Account

SmartHub (24 hours a day)

myrec.smarthub.coop
Debit/Credit Card or Bank Account

Phone (24 hours a day)

1-800-552-3904
Debit/Credit Card or Bank Account

REC Participating Western Union and MoneyGram Locations

Electronic Transfer
(some locations only accept cash)
(Fee applies per transaction)
(Western Union-allow one business day for processing)

Mail

P.O. Box 7388
Fredericksburg VA 22404-7388
Attention: **PrePay**
Check or Money Order (applied upon receipt - allow 7 to 10 days). Include Account Number and Service Address on check or money order.

In Person at REC Office

(Monday - Friday, 8 a.m. - 5 p.m.)
Cash, Check, or Money Order

Blue Ridge: 137 Kelley Court
Front Royal, VA 22630

Bowling Green: 14380 Fredericksburg
Turnpike
Woodford, VA 22427

Culpeper: 13252 Cedar Run Church Rd
Culpeper, VA 22701

Fredericksburg: 247 Industrial Court
Fredericksburg, VA 22408

REC Office Kiosks

Use cash, check, debit or credit cards at kiosks 24/7 at any REC office. Payments are posted within 15 minutes.

PrePay

A service of:



**Rappahannock
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P.O. Box 7388

Fredericksburg, VA 22404

540.898.8500

800.552.3904

Rappahannock Electric Cooperative is an
equal opportunity provider and employer.