

**Sawnee EMC's  
Prepaid Metering Program  
Frequently Asked Questions (FAQ's)**

**Q1. What is Sawnee's Prepaid Metering Program all about?**

It is a new "self-managed" program for Sawnee EMC members created to eliminate the need for security deposits and allow members to avoid late payment fees and other charges. Prepaid Metering gives members the option to prepay for electricity on a daily, weekly or biweekly basis, rather than being billed monthly for the power you used in the previous month. Think of it like putting gas in your car's tank, the same principle applies. You can "fill up" your Sawnee EMC prepaid account, which will be used to buy electricity as you use it.

**Q2. Why has Sawnee implemented this program?**

To give its members choices when considering how they wish to pay for and manage their energy usage.

**Q3. Why would I want to be on this program as opposed to my current rate?**

To avoid the need to make a deposit payment as well as other fees.

**Q4. Would I be able to come off the program anytime I wanted to?**

Certain restrictions do apply and the current limitations (e.g. credit scoring, on time payment and other restrictions would apply when transferring the account from the Prepaid Metering Program to our conventional residential rate, Rate Schedule "H".

**Q5. What are the disadvantages to being on the program?**

A participant in Sawnee's Prepaid Metering Program will need to "actively" manage their account with Sawnee. This means they must know monitor their account balance and make payments to avoid service disconnection.

**Q6. How do I sign up?**

Call Sawnee EMC's Call Center at (770) 887-2363 and request to be enrolled in Sawnee's Prepaid Metering Program. However, we don't recommend the program for those with medical needs dependent on electricity.

**Q7. What would I have to do to qualify for the program?**

The only qualifications are that 1.) the participant make an initial payment of at least \$40 and 2.) existing outstanding balances owed to Sawnee cannot exceed \$400.

**Q8. Is there a contract that I have to sign to be on the program?**

Yes, participants will need to sign the Prepaid Metering Program Terms and Conditions, Supplemental Contract (Exhibit 1) and agree to the terms and conditions of the Prepaid Metering Program. This form is located at Sawnee's web site.

**Q9. What rate will I be billed under?**

The account will be billed under our conventional residential rate, Rate Schedule "H".

**Q10. How would I be billed?**

All billing statements are provided online. Participants do not receive paper bills or notices via U.S. Mail. As noted above, people who participate in Sawnee's Prepaid Metering Program actively manage their own account.

**Q11. Would you have to change out my meter?**

In most cases yes, but this will not create an extended outage and any interruption of service will be brief.

**Q12. Is there a discount for me if I sign up for the program?**

No. However, participants will **not** be subject to many fees (e.g. late fees and deposits) that are applicable to non-participants of the Prepaid Metering Program.

**Q13. What happens when I run out of money on my account?**

In order to avoid disconnection of service, you will need to make a payment to Sawnee EMC to keep your Prepaid account balance above zero (\$0). Failure to do so, will result in your service being disconnected.

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**Q14. How do I make a payment on my Prepaid account?**

Any of Sawnee's current payment channels are available to make a Prepaid account payment, which includes our online payment gateway called "SmartHub", through our automated telephone system, at our office or through our drive in window kiosk. You can, if you like, mail a payment but any payment must be received in order to be applied toward your Prepaid account balance.

**Q15. How do I know how much money I have left on my account?**

You can check your account balance online via SmartHub as well as through our automated telephone system. You can also call our Call Center and one of our CSRs can advise you of your account balance. Sawnee's SmartHub app can be downloaded from the iTunes Store as well as Google Play to your smart phone or tablet.

**Q16. How is my daily billing calculated?**

Each business day, the staff of Sawnee will bill each Prepaid participant for their previous day's energy usage under the program. Should a monthly fee apply (e.g. street light fee), it will be billed on the date of your billing cycle bill date

**Q17. Will I get a notice about my account balance and how will that notice be provided?**

When a Prepaid account is enrolled into the program, the participant selects their method of notice for low account balance alerts. These notifications include email and/or text message. If no method is selected, the participant will **not** receive "low" balance notifications. Low balance notifications occur as long as the Prepaid account has a balance of \$20 or less.

**Q18. How can I know if I'll have enough money to get me through the next day, week, etc.?**

SmartHub can analyze your daily energy use to determine the estimated amount of funds you'll need to put on your account to cover any amount of days. You can tell the program how many days you want to cover, and it will provide an estimated cost. Paying that amount **should** ensure you'll have power for the amount of days you specified.

**Q19. Do hot and cold weather disconnection rules apply to a Prepaid Metering account?**

Yes, they do.

**Q20. I already paid a security deposit. Will it be refunded if I sign up for Prepaid Metering?**

Your deposit will be credited to your Prepaid account balance. Depending on the amount of your deposit, this could mean you will be able to go several days or weeks without making a payment.

**Q21. How can I learn more about Sawnee's Prepaid Metering Program?**

Call our Call Center at 770-887-2363 or email us at [customerservice@sawnee.coop](mailto:customerservice@sawnee.coop) and one of our knowledgeable and friendly customer service representatives will be glad to assist you.