Miami-Cass REMC Electric Cooperative –Prepaid Metering FAQ’s

* What is prepaid metering?
* Prepaid metering is a pay as you go electric service. You pay in advance for the electricity you will be using.
* How can I check my prepaid balance and make payments?
* Online at our website, [www.mcremc.coop](http://www.mcremc.coop) and by clicking on SmartHub.
* Download the free mobile or tablet app in the App Store or Goggle Play.
* Are low balance notifications sent?
* Yes, but you must sign up or you will not receive notifications.
* You will get an email when your account balance is low and payment needs to be made to avoid disconnection.
* Notifications will start 5 days in advance.
* How often do I need to make payments?
* That is up to you. Payments may be made daily, weekly or monthly as long as a credit balance is maintained.
* Am I subject to late fees?
	+ No.
* What if I don’t receive notifications?
* You are responsible for signing up at the website or app to receive notifications for your prepaid balance.
* What happens when my balance is below zero?
* Power will be disconnected once your account no longer has a credit.
* Disconnects will be without further notifications.
* Electric service is disconnected and reconnected remotely.
* Inclement weather does not prevent disconnection.
* If I am disconnected how can I get reconnected?
* Your account needs a $5.00 credit before it will reconnect. Minimum payment of $25.00.
* If you are disconnected, you **MUST** wait 10 minutes before making a payment.
* Are there any fees to reconnect if I am disconnected due to non-payment?
* No reconnect fees are associated with prepaid.
* Does Miami-Cass REMC have a separate rate for Prepaid?
* No, the billing rate is the same as the standard rate.
* How are prepaid members billed?
* Your account balance is updated daily at 11:00 AM.
* You will not receive a monthly statement.
* What is the cost to start prepaid?
* $85 minimum to start prepaid- $35 membership and a minimum of $50 towards electric credit.
* Can I choose to be moved to standard billing at any time?
* Yes. Miami-Cass REMC will require a deposit if applicable.