



MID-OHIO ENERGY
COOPERATIVE, INC.

A Touchstone Energy[®]
Cooperative



PrePay Metering

..... Program Guide



**Pre.
Pay**

Bill pay, your way • No deposits or late fees • Go paperless!

A convenient way to manage your electric service

Introducing Mid-Ohio Energy's PrePay program

Mid-Ohio Energy's PrePay metering is a voluntary program that allows you to choose when and how you pay for your electricity. It's a program that allows you to choose your payment amount and frequency, that offers unique benefits for members.

- *You control the payment date and amount.*
- *Eliminate deposits and late fees.*
- *Use alerts and information to reduce your use.*

PrePay gives you the the ability to manage your electric service in a way that best suits your lifestyle. It gives you flexibility to add credit to your account as your budget allows. The knowledge you gain from monitoring your balance and energy use empowers you to save!

While PrePay can add flexibility and convenience, it may not be for all members. Please review the program details contained in this booklet to see if PrePay is right for you. If you have any questions about how the program works, please don't hesitate to ask.



PREPAY PROGRAM OVERVIEW

- » Available to members in Residential or General Service rate classes.
- » A minimum of \$50 must be paid to activate the account. This amount is applied directly to future energy use.
- » Your account balance is calculated daily.
- » Receive alerts via email, text, or app to help monitor your account.
- » Make payments using any available method: Online, in our offices, by mail, phone, or mobile app.



How prepaid metering works

By enrolling in the prepay program, you will notice some immediate differences from a traditional 'monthly-billed' account. If necessary, a new meter equipped to handle the PrePay program will be installed at your service location. You will no longer receive a monthly statement of charges. To begin service, just establish the minimum starting balance of \$50 and you're on your way!

As the home uses electric, the account's balance updates daily depending on the amount of kilowatt-hours (kWh) used. You pay the same rate for your electric, while the monthly service charge and taxes are divided and factored into your daily rate.

Upon signing up, members can select from a variety of notifications regarding your account balance and energy use. Notifications can be sent by text message, email, in-home display, and mobile app. Please keep your contact information up-to-date with the cooperative to make sure you'll receive all notifications.

When your balance becomes low or you would like to make a payment, use any of the convenient payment methods available through the cooperative!

While you will no longer receive a monthly statement, you can view your use history and previous payments by visiting our online "Energy Center" portal. This can be accessed through our website, or Mid-Ohio Energy's free app.

PrePay accounts pay the same rate per kWh of energy as traditional 'monthly-billed' accounts.

Hear it from your neighbors... PrePay has advantages



In a survey of program participants, PrePay members said the following:

*I really enjoy the PrePay program. It allows me to see how much electric I use day to day. Also, with a typical electric bill where you get a monthly bill, you may get an expensive surprise at the end of the month and may need to scramble to be able to pay it on time. With the PrePay program there is no surprise. When the amount starts getting low you can start planning to add to it. Very Helpful! - **Cassandra R.***

*I absolutely LOVE this program! The daily text messages telling me what has been used and how much money is left is FANTASTIC! - **Nicole W.***

*Makes budgeting alot easier for me. I know how much to pay each time. Makes me cautious if any lights are on. - **Jessica V.***

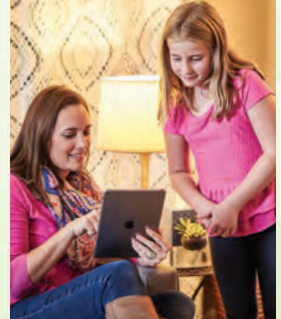
*I wish all utilities did this! My life is stress free as far as electric bill is concerned... no surprises when I get my bill because I always know where I stand. - **William H.***

*We love it, it allows us to monitor our usage and understand what may be causing spikes in our usage. We have been able to identify and fix several issues. - **Michael G.***

Receiving alerts and important messages

Be sure to keep contact information accurate and up-to-date. It is recommended to provide several different methods of communication such as e-mail addresses and cell phone numbers to be sure to receive communications about your account.

A disconnect can't be avoided because of failure to receive notification from the co-op. Maintaining an adequate credit balance and accurate contact information is the member's responsibility.



Download our app on your mobile device to receive account notifications.

ACCOUNT ALERTS

Set and receive important account alerts by phone, email, or text. These can be managed by contacting our offices or logging in to our online bill pay site.

Alerts help you monitor your usage and inform if your account balance is getting low on funds.

To receive alerts, it's important to keep your contact information up-to-date.

Ways to make payments and manage your account

Payments can be made using any methods offered by the cooperative, including:

- *EnergyCenter online bill pay system (MidOhioEnergy.com)*

- *In our offices*

- *Mid-Ohio Energy's free mobile app*

- *Over the phone*

- *By mail (not recommended due to time constraints)*

After hours payments can be made over the phone, through the co-op's website, or mobile apps.

Post-dated checks or any form of pay arrangements will not be accepted.

Office Hours:

8 a.m. to 5 p.m., Mon. - Fri.



Kenton office: 419-673-7289

1210 W. Lima St.
Kenton, OH 43326



Marion office: 740-382-1234
2859 Marion-Upper Sandusky Rd.
Marion, OH 43302

Frequently asked questions

Who is eligible for PrePay?

A: Members in Class R (residential) or Class G (general service) can enroll in the prepaid metering program. Other rate classes can't participate due to certain equipment limitations.

The following conditions must be verified by the member:

- 1.) Not an active member of the U.S. military.
- 2.) Not elderly as defined by the State of Ohio (age 65 or older).
- 3.) No individual in the household requires life-support or other medical necessities requiring uninterrupted electric service.

Will I receive a bill?

A: No, you will no longer receive a monthly bill through the mail or electronically.

Members will be able to track electric use and manage their accounts from Mid-Ohio Energy's online bill payment system. Members will have the option to view and print historical data from the site.

Will my rate change?

A: Enrolling in prepay will not change the rates you pay per kilowatt-hour. The standard monthly service charge of \$ 35.00 is allocated on a daily basis.

Is there a fee to enroll?

A: Any new member enrolling in prepay must pay a minimum of \$50 to activate the account. This amount is applied toward future energy use.

For existing members, any deposit held or bill credit will be applied toward any outstanding balance, and the purchase of future energy use. In no case can capital patronage funds be applied to a prepaid account.

What happens if my account runs out of credit?

A: At anytime your account doesn't have a credit balance, service is subject to disconnection.

If service is disconnected, any outstanding balance plus the minimum reconnect balance (\$20.00) must be paid before service is restored.

Additional charges may apply for reconnection outside of the co-op's normal business hours (Mon. - Fri., 8 am - 5 pm).

Can I convert back to a regular billed account?

A: Yes, if a member wishes to convert a pre-paid account to a regular billed account, a credit check will be performed to determine if a deposit is required.



Accessing Energy Center

Mid-Ohio Energy's online EnergyCenter bill pay portal is key to managing your PrePay account and notifications. To access EnergyCenter go online to MidOhioEnergy.com and click the EnergyCenter logo.



Log in using your account ID and password. If you don't have an account profile set up, follow the on-screen instructions to set one up. Please call our offices if you need assistance creating a new profile.

To view the site properly, users should have the most current version of your preferred web browser (Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari). Be sure your browser is set to allow pop-ups.

SET & CHANGE ALERTS

After logging in, click the "My Alerts" tab across the top.

Here you choose when & how (text, email, or push notification) you'd like to receive alerts.

Get alerts for:

- » Daily balances,
- » Low balance reminder
- » Connection status changes

VIEW ACCOUNT HISTORY

Found under the "My Usage" tab.

Activity is available for billing, payment, and energy usage. View previous debits and credits or a detailed breakdown of your energy use.

If desired, information may be printed for your records.

MAKE A PAYMENT

Click the "Payments" tab in the upper-left.

Online payments can be made with a credit card or by e-check.

Save payment information for future use by selecting "Payment Profile" from the drop-down menu.

Have a smartphone or tablet? Download our app!

Realize the full convenience of PrePay by making payments from anywhere, anytime! Everything you can do from the EnergyCenter bill payment portal can now be handled instantly whether you're at home, at work, or on the go.

DOWNLOADING THE APP:

Search "MidOhioCoop" in the App Store (Apple) or Google Play (Android). If not found, your device may not be supported.

Once the app has downloaded, enter your account number and password to log into your account.



Using the In-Home Display (IHD) unit

Each PrePay account will receive an In-Home Display (IHD) that can be plugged into any interior electric outlet to report account info. Daily updates show your account balance and track energy use.

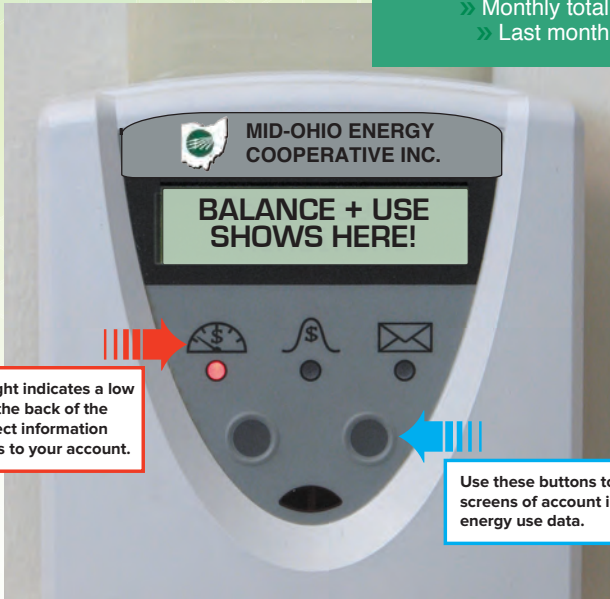
The IHD is a major benefit of the Pre-Pay program. It can help you keep a close watch on the energy your home consumes. You'll gain valuable insight that can help you manage your use!

READING YOUR IHD

The display can be plugged into any interior outlet in the home. It's recommended to use a higher outlet, in an easy-to-access area so you can receive updates.

Cycle through the IHD to show the following information:

- » PrePay account balance
- » Current date & time
- » Energy use history for:
 - » Daily average
 - » Previous day
 - » Monthly total
 - » Last month's total



A flashing red light indicates a low balance. Check the back of the unit for disconnect information and/or add funds to your account.

Use these buttons to cycle through screens of account information and energy use data.

Please Note: Members are responsible for care of the in-home display unit. Upon termination of a PrePay account, the member should return the IHD to the cooperative's offices within 5 business days. If the unit isn't returned and/or in good working condition, the member will be charged for the replacement cost of the unit. Charges will not be incurred for normal wear and tear.



For more information about energy-efficiency tips, rebates, and more visit our website at www.MidOhioEnergy.com



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