

## Power in Your Hands!

Traditionally, people receive a utility bill at the end of the month for all of the electricity they used in the past 30 days.

Prepaid billing works the opposite way. The program allows you to choose how much and how often you want to pay before you use the electricity.

Think of prepaid billing the same way as you do putting gas in your car – you pay for it before you use it. You can purchase small amounts every few days or “fill up” the tank and not worry about it for several weeks. When your supply is low, you simply purchase more.

Because you pay for the electricity in advance, the prepaid billing program does not require its users to have a deposit, and there are no monthly bills or late fees.

The program also saves money! In similar programs across the country, prepaid billing participants typically see a 10-12% reduction in their monthly electric costs (as they become more aware of their actual usage).



**Capital Electric**  
COOPERATIVE

A Touchstone Energy<sup>®</sup> Cooperative   
The power of human connections

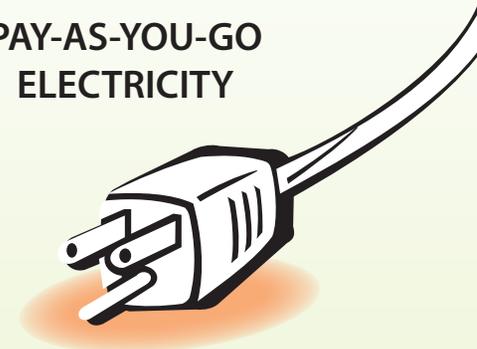
Hours: 8 a.m. to 4 p.m.  
Monday - Friday  
(Excluding holidays)

Pay/Inquire by phone: 855-937-1736  
(Available 24/7)

Website: [www.capitalelec.com](http://www.capitalelec.com)  
Click on “Smarthub” to access  
account information.  
(Available 24/7)

## CAPITAL ELECTRIC PREPAY

PAY-AS-YOU-GO  
ELECTRICITY



**Say goodbye to deposits**

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**No more monthly bills**

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**Monitor your electrical usage**

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**Customize a payment schedule  
that works for you**



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## What is prepaid billing?

With prepaid billing, you pay for electricity how and when you choose. Purchasing electricity before you use it allows you to manage your budget and pay how much you want, when you want. Better yet, there are no security deposits. Instead of a monthly billing statement, your usage and balance are calculated daily. Track your usage by phone or online.

## How does it work?

You purchase electricity before you use it. Payments can be made when you want to; either online, over the phone, or in person at Capital Electric's office. When your account runs low, you will get an alert by phone and e-mail that lets you know it's time to reload your account.

## Who can participate in the program?

Capital Electric members receiving electric service under the residential rate or where technological capabilities exist.

## How much will it cost to setup a prepaid billing account?

There is no enrollment fee to setup a prepaid account and the rate you pay for electricity is the same as traditional billing.

## Will I pay a deposit?

No! Prepaid members do not pay a deposit. Any existing deposit that a Capital Electric member has will be used to pay the past due balance on their account, and the rest will be applied to their prepaid account.

## How can I check my balance?

You can go to [www.capitalelec.com](http://www.capitalelec.com) and click on "Smarthub" to login to get your daily account balance. You can also call 855-937-1736 to receive automated information regarding your prepaid account. Access information is provided when your account is established.

## How much money should I keep in my prepaid account?

It's up to you! Buy energy to last for a few days or several months!

## How do I make payments?

Payments can be made at our office between the hours of 8 a.m. and 4 p.m., Monday through Friday, excluding holidays. Online payments can be made 24 hours a day at [www.capitalelec.com](http://www.capitalelec.com). Access information will be provided when your account is established. Credit cards, debit cards and electronic check payments can also be made over the telephone 24 hours a day by calling 855-937-1736. CEC charges no fee for processing these transactions.

## What if my account runs low?

Prepay is a self managed program. You will receive a low balance notice by e-mail and/or telephone based on the number of days of usage you have remaining. This will give you time to purchase power before the meter actually stops.

If you do not purchase more power, the meter will stop, and the power will turn off. Once a payment is made, your power will reconnect automatically.

