



OZARK BORDER ELECTRIC COOPERATIVE

Prepay Metering Facts

Is prepay right for me?

- ✓ Do you get a check once a month and it doesn't match your due date?
- ✓ Do you get paid every Friday?
- ✓ Do you get paid twice each month?
- ✓ Would four smaller bills be easier to pay than one large one?
- ✓ Could you manage your budget better if you knew how much electricity you were using?
- ✓ Is your payment history less than ideal and you don't have money for a deposit?

How does prepay work?

With prepay billing, you pay for electricity how and when you choose, the same way you buy groceries or gasoline.

Purchasing electricity before you use it gives you more flexibility and control over the use of electricity. It allows you to control your budget and pay how much you want, when you want. And, there are no security deposits or late fees.

What does prepay cost?

There are no additional costs. Prepay uses the same rates and monthly minimum charges all members are charged. Most charges are divided equally over 30 days.

What are my payment options?

- ✓ Enroll in SmartHub to pay electronically and have the ability to monitor prepay balance, estimated days of service remaining and track your energy use.
- ✓ Make payments online at www.ozarkborder.org
- ✓ Call 1 844 262 2440 any day or time to make a credit card or debit card payment by phone.
- ✓ Pay in person at any of our co-op offices during office hours.

How do I know if my prepay balance is low?

You can choose to receive daily low balance alerts by phone and/or e-mail when balance is at or below \$25.

Will I receive a bill?

Prepay members will not receive a monthly billing statement.

What if I'm waiting for energy assistance?

Energy assistance payments will be applied to your prepay account when received by the co-op.

What happens if my account runs out?

If a member's prepay account balance runs out, service is subject to disconnect during regular business hours. Service reconnection happens immediately upon payment.

When does an account close after disconnection?

Prepay accounts that are disconnected and do not become active within 3 working days will be considered inactive and Ozark Border Electric will mail a final bill to the last known address on file.

The monthly minimum charges will continue to be billed on a daily basis until the account becomes inactive.

No deposits
No connect/disconnect fees
No late fees
No due dates
You choose when to pay