

## What is PRE-PAY?

PRE-PAY is the pay-as-you-go alternative to buying electricity. It offers you the flexibility to pay when you want, how you want, and in the amount you want. Instead of receiving your traditional bill each month, you have an opportunity to look at your electric usage every day. PRE-PAY customers never have to pay a deposit or incur late fees or collection fees.

## Is PRE-PAY the Right Choice for Me?

Some customers would prefer to make weekly or biweekly payments on their electric bills rather than make one large payment each month. If you're one of these customers, PRE-PAY might be just the option you have been looking for. Statistics have also indicated that members who use prepaid electric programs tend to reduce their electric consumption because they are more aware of how they are using their electricity. In fact, PRE-PAY would be a great option for any member wanting to monitor his or her electric consumption.

## How does PRE-PAY work?

TVEC gets daily readings from your electric meter. With those readings, TVEC can calculate a daily bill. As an TVEC member, you will make prepayments to your electric account. As you use electricity, the usage eats away at the credit balance that is on your account. When the credit balance on your account reaches a level set by you, you are notified of your low balance via phone, text, or email. You can also access your account online or on your smartphone. When your balance is low, just make a payment using any of the convenient payment options available from TVEC.



*Manage your electric account with your Apple or Android Device.*

\*iPhone is a registered trademark of Apple.

Buying electricity in advance is very similar to buying gasoline for your vehicle. Your vehicle has a gauge that allows you to monitor when you need to "fill up". Similarly, PRE-PAY utilizes MyUsage.com, which allows you to monitor your electric usage and notifies you when you need to "recharge".

## How do I make Payments?

Payments can be made at either of offices, located at 590 Florence Road, Savannah, TN or 123 N High Street, Waynesboro, TN between the hours of 8 a.m. and 4:45 p.m., Monday through Friday, excluding holidays. Online debit card or credit card, payments can be made 24 hours a day by visiting [www.tvec.com](http://www.tvec.com). You can also pay by phone by calling 1-877-712-5735. Of course, you can also use the convenient kiosks located at either office, 24 hours a day.

## If I already have a postpaid account, can I switch to PRE-PAY?

Members are always welcome to convert their accounts to a prepaid account. In fact, many members will want to make their existing deposits work for them. TVEC can convert your existing deposit into a prepaid electricity purchase.

## How much will it cost to use the PRE-PAY program?

After a \$50 minimum initial credit balance to activate your account, the Pre-PAY program will charge a \$7 monthly fee above the normal customer charge. This can be a great deal when you consider that there are no more late fees or collection fees. Just think of the money you could potentially save!

## What if my PRE-PAY account runs low?

Each member will receive alerts via text, phone, or email when their account balance reaches a certain level. The alert levels may vary from member to member, as each member will set their own custom alerts. When the member is notified of a low balance, simply recharge the account by utilizing one of TVEC's convenient payment methods.

## How much money should I keep in my PRE-PAY account?

That is the great thing about PRE-PAY. It's entirely up to you! PRE-PAY is a program designed to fit your individualized budget. You can buy enough electricity to last until payday, or you can buy enough to last several months. The choice is yours!

## Will I still be required to pay a deposit?

Absolutely not. PRE-PAY members do not pay deposits. The money you pay into your PRE-PAY account goes strictly towards buying electricity. No more large deposits.

## Will I still receive a monthly statement?

No. Because you get daily notifications about your usage, you no longer have the need for monthly statements. Everything is managed by the member, at the touch of your fingertips. Manage your account online at [myusage.com](http://myusage.com) or by utilizing the MyUsage app from the Apple App Store or Google Play Store.

## What do I do if my electricity is disconnected?

If your balance falls below zero, you may be subject to immediate disconnection. Simply recharge your account by making a payment to TVEC. Once you meet the minimum reconnection balance, your electric meter will be reconnected.

### ACCOUNT INFORMATION

Account # \_\_\_\_\_

### MANAGE YOUR ACCOUNT:

[www.MyUsage.com](http://www.MyUsage.com)

Login: \_\_\_\_\_

Password: \_\_\_\_\_

Phone System: **877-775-5875**

### MAKE A PAYMENT:

By Internet: [www.tvec.com/pay](http://www.tvec.com/pay)

By phone: 877-712-5735

In person at any TVEC office.

You can prepay a cell phone. Why not buy electricity the same way?

- \* Pay what you can, when you can.
- \* Monitor your daily usage.
- \* Use your current deposit to purchase electricity.
- \* Avoid late fees and collection fees.



## Step 1: Make a Prepaid Payment



## Step 2: Monitor Your Usage



**It's That Easy!**

**TENNESSEE VALLEY  
ELECTRIC COOPERATIVE**

**PRE-PAY**  
Pay-as-you-go  
Electricity

TVEC's newest product offers you total control over your electric bills. Avoid late fees and collection charges. Monitor your electric account.



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[www.tvec.com](http://www.tvec.com)

