

Elkhorn Rural Public Power District-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.
- ❖ What is the cost to start prepaid metering?
 - You will be required to pay the balance due on your existing account and a \$50.00 starting credit balance on the prepaid metering account.
- ❖ Do I have to pay a deposit?
 - No, there is not a required deposit for prepaid metering.
 - If converting from a traditional account, your existing deposit will be credited to any outstanding balance and/or your prepaid metering account.
- ❖ How are prepaid members billed?
 - Prepaid is billed daily and a usage notification is sent electronically. Monthly charges are prorated.
 - You will not receive a monthly bill.
- ❖ How can I check my prepaid balance and make payments?
 - Online on our website, www.erppd.com, and clicking on 'Online Bill Pay' link.
 - ERPPD free app available through the Apple Store or Google Play
 - Calling our office at 1-800-675-2185.
 - In person at the office in Battle Creek.
- ❖ How often do I need to make payments?
 - Payments are controlled by you. You can make daily, weekly, or monthly as long as a credit balance is maintained.
- ❖ Are notifications sent?
 - Yes, you will receive notifications daily by text message or e-mail.
 - There are six types of notification: daily usage, low balance, payment, pending disconnect, disconnection, and reconnection.
 - You will receive the daily usage every day, payment when received, the low balance and pending disconnect will only be sent if the account qualifies, and the disconnection/reconnection will be sent if the account is disconnected and reconnected.
- ❖ What if I don't receive a notification?
 - You are responsible for notifying ERPPD with any changes in contact information and checking the balance of your prepaid account. ERPPD can't guarantee receipt of notifications.
- ❖ What happens if my balance is \$0 or below?
 - Your account will automatically be disconnected.
 - You will receive a text or e-mail notification you have been disconnected.
- ❖ If I am disconnected, how can I get reconnected?
 - Payment will need to be made to have a minimum of \$20.00 credit balance.
- ❖ Are there any fees if I am disconnected for non-payment?
 - No disconnect, reconnect, or late payment fees are charged on prepaid metering.
- ❖ Can I choose to be moved to traditional billing at any time?
 - Yes. ERPPD may require a deposit to move back to traditional billing.