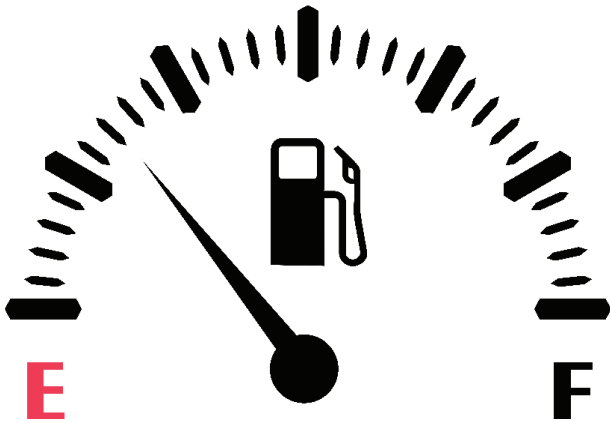


By monitoring your energy consumption on a regular basis, you will notice patterns in your day-to-day electric use. Variations from this pattern, such as house guests (increase) or a vacation (decrease), will become apparent as you monitor your account.

Think of Choose Your Way-PrePay like 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 or months.



Choose Your Way-PrePay is available to new and existing residential Todd-Wadena Electric Cooperative (TWEC) members.

Traditionally, TWEC members receive a utility bill at the beginning of the month for all of the electricity they used in the previous 30 days. Choose Your Way-PrePay allows you to choose how much and how often you want to pay before you use the electricity.

Choose Your Way-PrePay is a great program for TWEC members who want to take control of their energy use and take control of their electric accounts. Members are responsible for monitoring their electric accounts via SmartHub and will not receive a monthly bill.

24 Hours/7 Days a Week Payment Options Include:

SmartHub: Download the SmartHub app and manage your Todd-Wadena Electric Cooperative account from the comfort of your home.

Phone: Call our interactive voice response line at 877-999-3398. Please have your TWEC account number ready.

CHOOSE YOUR WAY- PREPAY



Todd-Wadena
ELECTRIC COOPERATIVE

218-631-3120 or 800-321-8932
www.toddwadena.coop



What is Choose Your Way-PrePay?

Take control of your electric use with prepaid billing. By purchasing electricity before you use it, this allows you to manage your budget and pay how much you want, and when you want. Instead of a monthly billing statement, your usage and balance are calculated daily. Track your usage and balance by phone or online with your SmartHub account.

How does it work?

You purchase electricity before you use it. Payments can be made through SmartHub, over the phone, or in person at the Cooperative's office. When your account runs low, you will get an alert by text message and email that lets you know it's time to reload your account. Balance notifications will be sent daily once the account reaches a balance of \$20.00 or less.

Participating members will not receive a monthly bill. You are in complete control of and responsible for monitoring your PrePay balance through the SmartHub. Visit www.toddwadena.coop and click on the SmartHub icon to log in and view your daily account balance. Download the SmartHub app for your mobile device.

How much will it cost to set up a prepaid billing account?

There is no deposit required to set up a prepaid account. Simply get started with a \$50 payment to your account.*

**To obtain a \$50 credit balance, existing accounts must also pay for the current usage as of the prepaid start date.*

What if my prepaid amount runs out?

If funds in your account run out, electric service will be disconnected. You will be notified that service will be disconnected if you don't recharge your account. You can purchase more power by using one of the payment methods listed below.

If service is terminated due to depleted funds on the prepaid account, a signal will be sent to the electric meter for reconnection as soon as the outstanding balance is paid and there is a credit of at least \$50 on the account.

How do I make payments?

Payments can be made through SmartHub, over the phone, or in person at Todd-Wadena Electric Cooperative. When your account runs low, you will get an alert by text message and email that lets you know it's time to reload your account. Balance notifications will be sent daily once the account reaches a balance of less than \$20.00. A minimum payment of \$15.00 for credit/debit card and \$5.00 for cash/check are required per transaction and can be made in the office, by mail, through the secure, Interactive Voice Response line and online through SmartHub.

Am I eligible for PrePay?

This service is not available to you if you:

- Have a medical alert notice on file with TWEC.
- Are enrolled and wish to remain enrolled in budget billing.
- Are enrolled and wish to remain enrolled in AutoPay with bank account or credit/debit card.
- Have discontinued Choose Your Way-PrePay within the last 12 months.

