

Making a Payment

A MINIMUM PAYMENT OF \$25
is required for any of the following
convenient payment options:

ONLINE OR BY PHONE (24/7):
Payments can be made using your debit/
credit card or bank account via SmartHub,
by visiting www.peoplesenergy.coop,
or by calling 855-730-8709
for secure, automated service.

IN PERSON OR BY MAIL: Pay in
our office (Mon – Fri, 7:30 am – 4:00 pm),
in our secure dropbox (24/7), or by mail:

People's Energy Cooperative
1775 Lake Shady Avenue South
Oronoco, MN 55960

If mailing, please allow time for service
and processing.

BANKING BILL PAY: Your bank's
bill pay system can be used, but keep in
mind that most online bank bill payments
can take up to five days to process.

PLEASE NOTE: **Energy Assistance**
payments will be applied once received
by the Cooperative.



Monitor your usage and
account balance 24/7 online
at www.peoplesenergy.coop.

Check your account balance
24/7 through our secure,
automated phone system
by calling 855-730-8709.



**People's Energy
Cooperative**

1775 Lake Shady Avenue South
Oronoco, Minnesota 55960
ph: 507.367.7000 toll-free: 800.214.2694

www.peoplesenergy.coop

This institution is an equal opportunity provider and employer.



flexible **PREPAY
OPTIONS**
that work **FOR YOU**



**People's Energy
Cooperative**

Your Touchstone Energy® Cooperative 

CUSTOMIZE YOUR PAYMENTS
*and say goodbye to deposits,
monthly bills, and due dates.*

About MyChoice

MyChoice is a flexible payment option that allows members to prepay on their electric account; eliminating set due dates, deposits, late fees, and reconnect fees.

How does MyChoice work? Once enrolled in **MyChoice**, you can make payments to your account when it works best for you. Payments may be made online through SmartHub, our secure, automated pay-by-phone system at 855-730-8709, or in person at the Oronoco office. When your account has a credit balance of less than \$25, an alert will be sent to you by text or email, letting you know it is time to add funds to your account.

Who can participate in the program?

All residential members, with a single-phase meter capable of remote disconnect/reconnect, are eligible unless they (*or a person within the same premise*) have a medical condition requiring continuous electric service, or they prefer to participate in:

- Time-of-Use Rates
- Net Metering
- A rate that is billed for demand (*kW*)
- Automatic Bill Pay (*through PEC*)
- Budget Billing

How do I enroll? Contact our office at 800-214-2694 to speak with a member service representative. Members who sign-up for **MyChoice** must sign an agreement that outlines the terms and conditions of the program.

Questions & Answers

Is MyChoice right for me? MyChoice is a personal choice based on your energy use and/or income. If you prefer to make a larger payment to cover several months of energy you can do that, or if it is easier to make daily or weekly payments, **MyChoice** may be right for you. Payments as little as \$25 can be made on a prepaid account.

What is the cost to enroll in MyChoice?

There are no enrollment costs. When an account is converted to the prepay program, the total amount owed through the current meter reading will be calculated in accordance with the account's present rate schedule. This will provide a starting balance and determine an amount required to meet the required \$25 credit balance. If a deposit exists on the account, it will be applied to the prepay account.

How are account balances calculated?

A meter reading is taken daily and the account balance will be calculated, per the assigned rate, around 9:30 am each day. The daily prepay balance is determined by subtracting charges for usage, the basic service charge, taxes, and other applicable charges and then adding any payments received.

What happens when funds are depleted on my prepaid account?

Power will be disconnected. Disconnection will occur Monday through Friday, typically between 11 a.m. and 2 p.m. and without further notification.

Questions & Answers

Will I pay late charges or reconnect fees?

No. Since you will be prepaying for electric service, you will never be late, thus not incur late charges. Additionally, if the prepaid account funds run out and the account is disconnected, there are no fees for the reconnect, unless cooperative personnel assistance is required for reconnection.

How can I check my prepaid balance?

Checking your account balance is quick and easy, even on weekends and holidays through the following options:

- Online through SmartHub, or by visiting www.peoplesenergy.coop and clicking on "Pay Now."
- Calling our secure, automated pay-by-phone system at 855-730-8709.
- In person at our Oronoco office (*during normal business hours*).

Can I be notified when my account balance begins running low?

Yes. You will need to create a SmartHub account if you do not already have one. In SmartHub, select "Manage Notifications" under the notification tab to receive low balance notifications through email or text messaging when your credit balance is less than \$25.

Will I receive a bill? No. Prepaid accounts do not receive a monthly bill.