

As times and needs change, Southwestern Electric Cooperative offers its members new technology and choices that allow them to maximize their energy dollars and manage their electric usage.

## Pay As You Go allows members to:

- Say goodbye to deposits
- Customize a payment schedule
- Buy electricity when convenient
- Monitor consumption

## Pay As You Go members:

- Never pay late fees
- Never receive monthly statements

## How do I make Pay As You Go work for me?

Pay As You Go works best for people who want to take control of their electric account and energy usage.

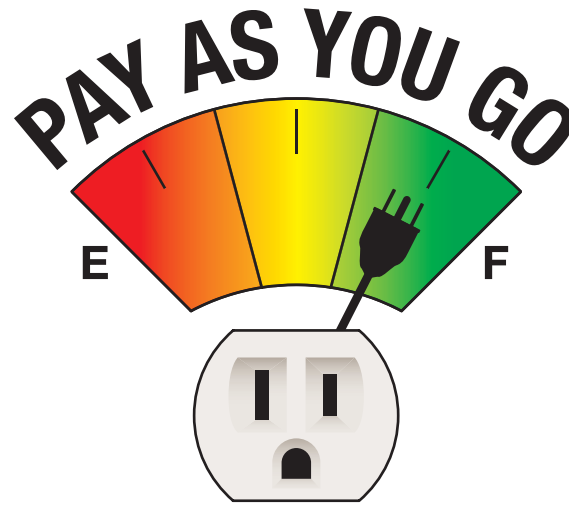
By monitoring your consumption on a regular basis, you will begin to notice patterns in your daily usage.

As you monitor your usage, you will begin to see when you are using more energy and find ways to lower your electric bill. Studies have shown that participating households generally use 12% less electricity than they did before signing up for a Pay As You Go account.\*

You can make convenient payments at Southwestern Electric Cooperative's office, through the automated phone system, via online bill pay with a debit or credit card, or with the SWEC IL app, our mobile app for your smart phone or tablet. The app is available on the App Store and on Google Play.

Please allow one day for processing when payments are made at satellite payment locations.

\*Salt River Project, a Phoenix Utility, as reported by the Wall Street Journal.



## Frequently Asked Questions

### Do I have to pay a deposit?

No deposit is required to open a Pay As You Go account. Any deposit previously paid by the member will be applied to the member's traditional account. Once all outstanding debt has been paid in full, any remaining credit will be applied to the member's Pay As You Go account balance.

### What is the minimum amount needed in order to open an account?

All new members will need to pay a \$15 connect fee and \$50 in seed money to start a Pay As You Go account. If you are an existing member moving back to our service area, the \$15 connect fee, \$50 in seed money, and back facility charges if applicable are required to be paid to start your account. Current members switching from a traditional account to a Pay As You Go account only need to have a minimum \$50 in seed money to make the switch.

### Will I receive a monthly statement?

No, participating members will access their account information via the in-home display, online at [www.sweci.com](http://www.sweci.com), with the SWEC IL app, our mobile app for your smart phone or tablet. The app is available on the App Store and on Google Play.

### How often is my account usage updated?

The cooperative will bill you for your previous day's usage and deduct the bill amount from the credit on your account once daily.

### Will I receive a low-balance notification or pending disconnect notification prior to disconnection?

The in-home display will alert you when you have reached the minimum dollar threshold established for your account. However, you will be responsible for monitoring the account balance. Electric service will be subject to disconnection—including on weekends and holidays—once the fund balance of the account reaches \$0. You may also sign up to receive alerts and reminders by text message, e-mail, voice alert, or push notifications via the online portal or by calling the Billing Department.

### Once I have replenished my fund balance, how long will it take to restore power?

If a lapse in funds occurs, please allow thirty minutes for your power to be restored. If the power is not restored within 30 minutes, please call (800) 637-8667.

### What fees are associated with a Pay As You Go account?

Once the initial \$15 connect fee has been paid to open the account, you will not be subjected to any other fees. Pay As You Go accounts are not charged late fees, collection fees, or transaction fees from the cooperative.

### How do I get a refund on the balance in my account when I move out of the area?

Once you have returned the in-home display to the cooperative and provided the co-op with a valid forwarding address, we will close the account and mail you a check for the unused balance.

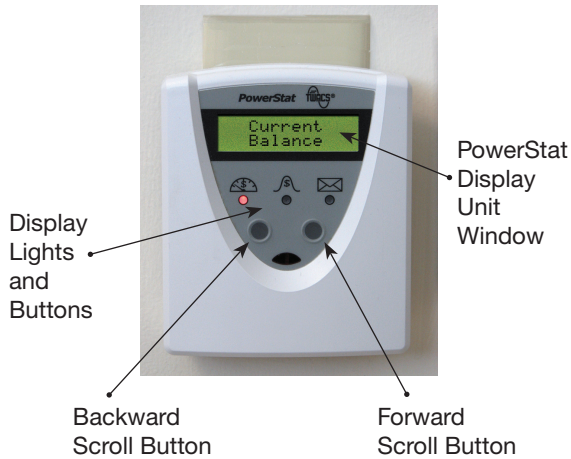
### How do I silence the low balance alarm?

To silence the alarm, press and hold any button on the display.



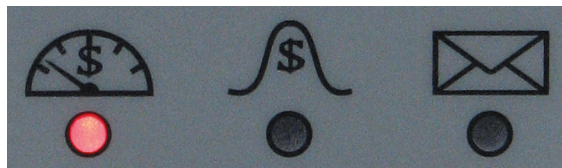
To find out if Pay As You Go is right for you, call (800) 637-8667 or visit [www.sweci.com](http://www.sweci.com).

## In-Home Display Features



Energy purchases will automatically be updated on the display unit at your home once daily. The display unit must stay plugged in at all times in order to receive purchase updates and messages.

If the display is blank, the breaker may be tripped, the power may be off or you may need to purchase additional power. Please allow thirty minutes to restore power if a lapse in funds occurs. If the power is not restored within thirty minutes after making a purchase, please call (800) 637-8667.



Light comes on and an audible alarm sounds when you have reached the minimum dollar threshold established for your account.

N/A

Indicates a message received from Southwestern Electric Cooperative.

## Energy at your fingertips...

You can precisely monitor your electricity usage with six different display readouts. All amounts are shown in dollars and cents. Press the round buttons on the display to switch through the different readings.

### 1. Current Balance

Shows the amount of energy to be used before disconnection occurs. An audible alarm will sound to alert you when you have reached the minimum dollar threshold established for your account.

### 2. Average Daily Usage

Shows the average daily cost of power over the current cycle (up to 30 days).

### 3. Used Yesterday

Shows the amount of energy used in the previous 24-hour period.

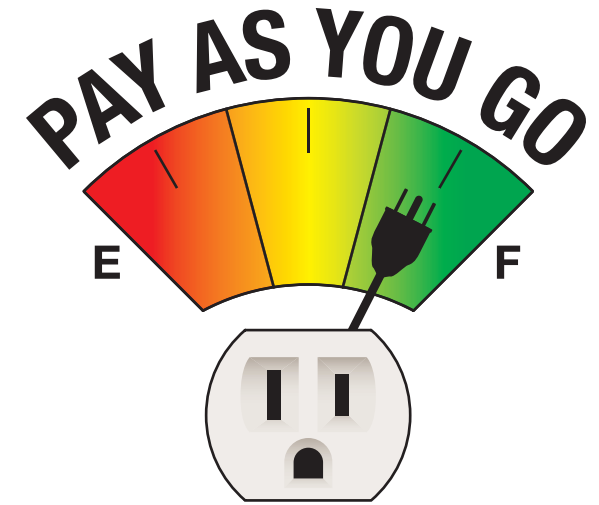
### 4. Used This Month

Shows the amount of energy used in the current month.

### 5. Used Last Month

Shows the amount of energy used during the previous month.

### 6. Current Date & Time



gives you  
the power  
to control  
your  
electric bill



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