



## ADVANCE PAY IS HERE!

NO DEPOSITS! NO LATE FEES! NO TRIP CHARGES! READ ON TO FIND OUT  
HOW.....

### PAY AS YOU GO BILLING

*Set up your new account without a deposit by setting up an advance pay account or convert your traditional account and apply your deposit. Account must be current and have a \$5.00 membership fee, \$20.00 service fee for new service and a \$50.00 credit to begin. Other options are available for balances on account. \* All you need to do is keep a credit balance. The choice is yours how much to pay and when. Payment may be made in our office, over the phone, or on the internet. Alerts are available to keep you informed of your credit balance on your account and when you will need to make a payment. Ask one of our customer service representatives for more information.*

*\*Balances are subject to authorization by management to create prepay account.*



*This institution is an equal opportunity provider and employer.*

# WHAT IS ADVANCE PAY

**Q:** What is Advance Pay or Prepay?

**A:** Advance pay is a program being offered by your electric provider which allows you to monitor your electricity on an “as-needed” basis. In other words, electricity is purchased on a pre-paid basis.

**Q:** Who benefits and what are the benefits?

**A:** Consumers who are unable or unwilling to pay the required deposit to establish electrical service will enjoy immediate benefits due to such deposit not being required. Additionally, consumers who have had their electric service disconnected can have their service reestablished when certain requirements are met. Moreover, there are no reconnect fees, trip charges, or after hour charges. Statistics indicate that this program helps lower electric consumption due to member’s awareness of such consumption. Therefore, any member interested in monitoring and lowering his electric use would benefit from enrollment.

**Q:** How do I enroll in the program?

**A:** Simply stop by and visit your electric cooperative to enroll in this program. If you are a new member, you will need to complete a membership application and bring your meter number and identification. Existing members simply state their desire to participate.

**Q:** How much is my initial fee if I am a new member?

**A:** A minimum payment of \$75.00 is required to activate your electric service. This includes your membership fee and a \$50.00 credit balance to begin service.

**Q:** How much is my initial payment if I am a current member?

**A:** This depends on whether or not you are currently in good standing. For example, if your service was disconnected for non-payment, you may be required to agree to a specified dollar amount to be applied against your past due balance. A customer service representative will be happy to discuss your particular account with you.

If you are in good standing and electric service is currently being provided, you will be required to establish your Advance Pay account with a minimum payment of \$50.00 to be applied against actual consumption of electricity.

**Q:** How does the program work once an initial payment is made?

**A:** Once an initial payment of \$50.00 is made and applied to your account, you then have a credit balance assuming there were no outstanding charges or fees. Tri-State EMC will view and pull actual electric usage on a nightly basis and deduct the charge for the usage from your credit balance which then updates your balance. For example, if you begin with \$50.00 credit and used \$5.00 of electricity on a given date, your new credit balance would be \$45.00.

**Q:** How can I track my electric usage and credit balance to avoid disconnection?

**A:** You can monitor your usage and credit balance by going to our online system at [www.myusage.com](http://www.myusage.com) or by calling: 877-775-5868 and following the instructions provided.

**Q:** If the monitoring indicated that I needed to make a payment, what options are available?

**A:** Payments can be made in the office, over the phone, or on our website.



## Getting Started with *Advance Pay*

*Advance Pay* gives you control of the energy you use and provides the tools you need to keep energy cost low and save you money on your electric bills. In a few simple steps you will have access to everything you need to monitor your daily usage and account balance. Now that you have signed up for *Advance Pay* let's see how easy it is to use.

### Making Payments To *Advance Pay* Accounts

1. Log on to [www.tsemc.net](http://www.tsemc.net) .
2. Click the online billing button.
3. Type in your account number and password. First time users will enter your account number without the 001 on the end example: 12346001 would be 12346( you will be required to change this password and leave a hint for future reference)
4. Then make a payment onto your account using a credit card, debit card, or E-check.

To find your most current balance on your account you will need to check your *Advance Pay* account at [www.myusage.com](http://www.myusage.com) .

### *Advance Pay* –Obtaining Current Account Information Via The Internet

1. Log on to [www.myusage.com](http://www.myusage.com).
2. Type in your e-mail and password.  
First time users: The password will be: *password*  
You can change the password if you want under Settings: Manage Login

#### When you log on your Prepay Account you will find:

- A Chart of the Last 30 Day Energy Usage
- Current Account Balance
- Last Day Energy Usage
- Last Payment Made
- Average Daily Energy Charge
- Last day Energy Charge
- Current Unpaid Balance
- Recent Alerts
- Capability to set alerts for low balances and high usage.
- Capability to update phone and e-mail info.

**This is the most up to date account status for your *Advance Pay* account.  
The Tri-State EMC website will not reflect an up to date account status.**

***Advance Pay* Obtaining Current Account Information Via the Telephone**

- 1. Dial the toll free automated assistance line 1-877-775-5868**
- 2. Enter your account number.**
  - Select 1 for current balance**
  - Select 2 for last daily usage**



**MyUSAGE.COM**  
Powers Awareness

Dear Valued Customers:

We are pleased to announce an enhancement has been made to our alert functionality – specifically in regards to text messaging. The enhancement is currently in production.

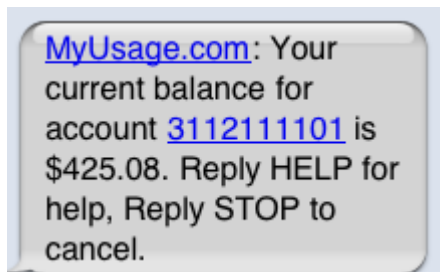
Details of the enhancement are shown below. **Please pay particular attention to the number 2 which appears immediately after the screenshots relating to number 1.**

- 1) **Text messages are now being sent under our own short code of 77407.** This is due to a change in vendor with such change providing a significantly higher level of performance and availability – i.e. less service interruptions. (Previous vendor will continue to be used in the event an outage is experienced by the primary vendor.)

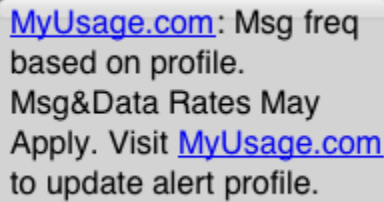
Utilizing our own short code also enables another important and often requested enhancement – the enabling of 2-way text messaging. For example, if an account has an SMS phone as part of its alert settings, this feature may be utilized.

The current commands that can be sent to our short code and three new messages that will be sent by the system are shown below.

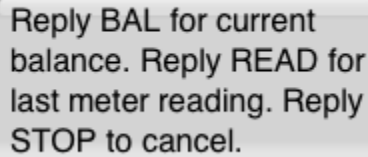
A: **Bal or Balance**



B: **Read or Reading**



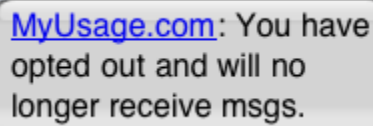
[MyUsage.com](http://MyUsage.com): Msg freq based on profile. Msg&Data Rates May Apply. Visit [MyUsage.com](http://MyUsage.com) to update alert profile.



Reply BAL for current balance. Reply READ for last meter reading. Reply STOP to cancel.

C. **Help**

D. **Stop**



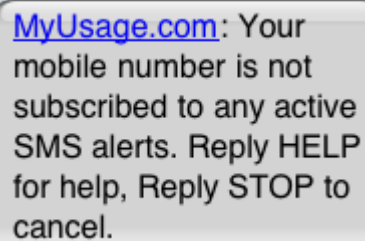
[MyUsage.com](http://MyUsage.com): You have opted out and will no longer receive msgs.

E. **InvalidCommand** – This is sent back when an unknown (i.e. not Bal, Read, Help, Stop) command is sent into **77407**



[MyUsage.com](http://MyUsage.com): Invalid Command (I sent money Friday). Reply HELP for help, Reply STOP to cancel.

F. **NotFound** – This is sent back when A or B is sent in but the mobile number was not found in the system



[MyUsage.com](http://MyUsage.com): Your mobile number is not subscribed to any active SMS alerts. Reply HELP for help, Reply STOP to cancel.

G. **Activate** – Going forward to be compliant with the mobile carriers Terms and Conditions, we must send out an activation message to each SMS Phone that has active alerts in our system. This only applies to those which were added from today on.

[MyUsage.com](http://MyUsage.com): Thanks for  
subscribing to sms alerts.  
Msg Freq based on user  
profile Msg&data rates  
may apply. Reply HELP  
for help, Reply STOP to  
cancel.

- 2) **Another requirement for use of our short code is the processing of STOP commands.** If a mobile number sends in the stop command, any sms alert (Low Balance, Pending Disconnect, etc...) using that sms phone will fail as seen below.

Success	No
Cancelled	No
Cancel Reason	
Complete Date	03/12/2011 16:02:58
Sent Date	03/12/2011 16:02:58
Time From	
Time To	

[Back](#)

**Send Try 1**

Send	Response	Success
03/12/2011 16:02:58	03/12/2011 16:02:58	No
<b>Result</b> tn has opted out		

Once "opted out" a visual indicator will be added to the alert setting screen. Also, a message will be displayed advising the consumer how the STOP can be removed.

**Alert Settings**

Low Balance Threshold	\$100.00
Phone 1	
Phone 2	
SMS Phone	[REDACTED] (Opt Out)
Email	

[View Change History](#) [Change Settings](#) [Add Alert](#)

Shown to the left are your  
You can customize your  
your contact information  
Threshold in the table or  
Add, change or delete ac  
below. Certain changes i  
specific alerts.

**A STOP command has been sent from [REDACTED]. No alerts will be delivered to [REDACTED] until ACTIVATE or HELP is texted from the mobile number to the MyUsage.com short code 77407.**

**Office Use Only:**

Account No.: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Initial each line and complete 3<sup>rd</sup> page**

## **Tri-State Electric Membership Corp. Advanced Pay Service Agreement**

All customers who elect to participate in the Advance Pay Service Agreement will be expected to meet all the requirements set forth by the cooperative in this agreement to avoid disconnection or termination of the agreement.

**To become an advance pay customer I understand the following requirements must be met: (Initial below)**

\_\_\_\_\_ That my past due amount on my account must be paid in full when participation commences.

\_\_\_\_\_ That I must pay a \$5.00 membership fee.

\_\_\_\_\_ That I must pay a non-refundable \$20.00 connection fee.

\_\_\_\_\_ The payment of \$50.00 to activate a prepaid account. This amount will be applied toward future energy use.

**I understand the following conditions for Advance Pay service:**

\_\_\_\_\_ As an Advance Pay customer, I understand that I am not required to pay the normal security deposit. I understand that all normal membership fees apply. If I am an existing customer, I understand that when my account is converted to Advance Pay, my existing deposit (if any) is applied toward any outstanding balance with remaining credit applied to my Advance Pay service.

\_\_\_\_\_ I will not receive a monthly statement; however usage charges and payments will be accessible by the toll free automated assistance line or via the internet at [www.myusage.com](http://www.myusage.com).

\_\_\_\_\_ Advance Pay accounts will be subject to the standard minimum bill and a monthly advance pay participation fee of \$7.00 which is \$.24 a day.

\_\_\_\_\_ The account is reconciled at the end of the month with the billing system. From time to time, this reconciliation may result in a credit or debit adjustment to the account.

\_\_\_\_\_ Advance pay accounts are not eligible for payment arrangements. Any Energy Assistance will be applied to the prepay account once monies have been received. Pledges will not be accepted to keep electricity on.

\_\_\_\_\_ Payments can be made by cash, check, credit or debit card in the EMC office or payments can be made over the phone or via the Tri-State EMC website at [www.tsemc.net](http://www.tsemc.net).

\_\_\_\_\_ Electric service will be subject to immediate disconnection for any of the following reasons:

- Anytime the account does not have a credit balance.
- Meter tampering or power diversion.

\_\_\_\_\_ Advance Pay accounts are not subject to medical conditions or inclement weather conditions, which include disconnections when temperatures are 32 degrees or colder or 95 degrees or hotter.

\_\_\_\_\_ **I UNDERSTAND THAT TRI-STATE EMC IS PROVIDING THE ADVANCE PAY ACCOUNT TO ME AT MY REQUEST. I AGREE TO INDEMNIFY AND HOLD HARMLESS TRI-STATE EMC, ITS EMPLOYEES AND AGENTS, FOR ANY AND ALL LOSSES OR DAMAGES INCURRED, BE THEY REAL OR CONSEQUENTIAL, INCLUDING DEATH, AS A RESULT OF MY PARTICIPATION IN ADVANCE PAY OR AS A RESULT OF ELECTRIC SERVICE TERMINATION. ANY PERSON THAT CURRENTLY IS OR WILL BE, RESIDING AT MY LOCATION, WITH A MEDICAL CONDITION OR A PERSON REQUIRING ELECTRIC SERVICE TO OPERATE MEDICAL EQUIPMENT NEEDED FOR THEIR HEALTH AND WELL BEING, IS MY SOLE RESPONSIBILITY. I KNOW AND ACCEPT THAT THERE ARE MEDICAL RISKS ASSOCIATED WITH ADVANCE PAY'S IMMEDIATE TERMINATION OF ELECTRIC SERVICE AND I RECOGNIZE THAT I AM SOLEY LIABLE FOR ALL LOSSES AND DAMAGES INCURRED UNDER THESE CIRCUMSTANCES.**

**In the event that my Advance Pay service is disconnected, I understand that:**

\_\_\_\_\_ There will be a required \$10.00 minimum credit balance beyond the amount in arrears that I must pay before service will be restored.

\_\_\_\_\_ I understand that if the power is disconnected for 5 consecutive days, my Prepay account will become inactive. I will then have to come back into the office to reset this account. The charges will be the standard connection fee, membership fee, and \$50.00 credit.

\_\_\_\_\_ Anyone found violating the meter tampering and power diversion policy as set forth by Tri-State EMC will be subject to termination of the Advance Pay service agreement and will be required to provide a deposit equal to the consumer's estimated usage for two times the average bill and a Tampering fee.

**In the event that my Advance Pay account exceeds my customer specified credit-limit, I understand that:**

\_\_\_\_\_ Tri-State EMC will attempt to send me alert notifications by phone, text message or e-mail and it is my responsibility to ensure that all telephone and e-mail contact information is current as Tri-State EMC is not responsible for any changes or circumstances that result in a notification failure.

\_\_\_\_\_ I acknowledge that if at any time I choose to convert my Advance Pay account back to a regular billed account, I will be subject to the current deposit policy in regards to the rate classification of my service. If I qualify for a soft credit check, I further understand that there will be a \$10.00 fee.

***Tri-State EMC reserves the right to terminate the Advance Pay Service Program or this agreement at any time.***

\_\_\_\_\_ I understand the difference between Advance Paid and post paid service and I am requesting to establish Advanced Pay service with Tri-State EMC.

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Phone #:** \_\_\_\_-\_\_\_\_-\_\_\_\_ **Phone #:** \_\_\_\_-\_\_\_\_-\_\_\_\_ **Cell** \_\_\_\_-\_\_\_\_-\_\_\_\_

**Email Address:** \_\_\_\_\_

**Low Account Balance Notification Amount (As determined by customer):** **\$20**

**Witness:** \_\_\_\_\_  
**Tri-State EMC Customer Service Representative**