

## YVEC – Pre-paid Electric Service Program (POWER2GO) FAQ's UPDATED 06/03/2019

- What is prepaid metering?
  - Power2Go Prepaid metering is a pay as you go electric service. You pay in advance for the electricity you will actively be using. Your base charge and security light charges are subject to monthly recurring charges and are prorated per day.
- What is the cost to start prepaid?
  - \$60.00 minimum to enter in to the Power2Go program. If you are a member with an existing account, any usage you have incurred for the time prior to the Power2Go enrollment will be calculated and you will be required to pay the true up balance prior to pre-paid service enrollment along with the \$60.00 minimum fee.
- Are low balance notifications sent?
  - Yes, once you reach a credit balance of \$10.00 or below you are notified by email or text. You can set your balance threshold higher than \$10.00 via your online account.
- What happens when my credit is \$0.00?
  - Power will be disconnected once your account no longer has a credit, disconnects will be immediate and without further notification. Cold weather provisions may apply. Depending on the temperature, a 30/30 limiter along with a payment arrangement may be activated. ***If a 30/30 limiter is required, a \$50.00 service fee will be applied to the payment arrangement.***
- If I am disconnected how can I get reconnected?
  - A minimum payment of \$5.00 will need to be made in order to have a minimum account balance. Payments can be made via cash, money order, debit and/or credit card. Checks are not accepted for the Power2Go Program. ***You will be required to push the black button on your meter for the power to be restored after you have made the minimum payment to your account.***
- Am I subject to late fees, deposit or reconnect/disconnect fees?
  - No. The only fees associated with Power2Go occur if your account is placed on a 30/30 limiter due to non-payment in inclement weather.
- How are Power2Go members billed?
  - Prepaid accounts are billed and updated daily at 11:00 a.m.
  - You will NOT receive a monthly billing statement. You are responsible for regularly monitoring the balance of your Power2Go account via the Cooperative's website at [www.yvec.com](http://www.yvec.com) or through the SmartHub app.



➤ **What if I don't receive notification?**


- **You are responsible for notifying YVEC of any changes to contact information AND for checking your prepaid balance.**

➤ How often do I need to make payments?

- That is up to you. Payments may be made daily, weekly or monthly as long as a credit balance is maintained.

➤ How can I check my prepaid balance and make payments?

- Online by setting up an account via the "ONLINE BILL PAY" tab on our website at [www.yvec.com](http://www.yvec.com)
- Free app is also available for IOS and Android devices.
- Calling into the office #406-348-3411 or visiting the office at 150 Cooperative Way, Huntley, MT
- Payments can be made with MoneyGram using receive code #16351 at any CVS or Walmart nationwide.
- At payment Kiosks located throughout YVEC's service territory.
- Payments may be made with cash, money order, debit, and/or credit card (VISA, Mastercard, Discover, and/or American Express). Checks will not be accepted for payments made towards Power2Go accounts.



**ONLINE BILL PAY**

***Balances cannot be checked via MoneyGram or Kiosks.***

➤ What if I receive a payment guarantee for energy assistance?

- Payments will be applied once notification is received by YVEC. Assistance pledges will be not accepted just to keep the service active.

➤ Are Prepaid accounts eligible for budget billing or bank draft?

- Prepaid accounts are not eligible for budget billing or bank draft.

➤ Do Power2Go accounts contribute to Operation Roundup?

- Power2Go accounts are not enrolled in Operation Roundup however, members can make contributions to Operation Roundup by visiting the office or by mail anytime.

➤ Can I choose to be moved to standard billing at any time?

- Yes. YVEC will require full payment and may require a deposit (based on your credit history) as a condition of continued service.

**PAYMENT KIOSK LOCATIONS**

Payment kiosks resemble an ATM machine. Customers make payments via cash, check, credit and/or debit card by following the prompts on the screen. The payments are then immediately applied to their account.

**HEIGHTS**

***DON'S XPRESS CENTER CONVENIENCE STORE & CONOCO GAS STATION***

2324 Main Street *(located across Main St from the Blue Basket )*

Billings, MT 59105

(406) 252-3395 HOURS: Sunday thru Saturday 6:00 a.m. to 11:00 p.m.

**LAUREL, MT**

***TOWN AND COUNTRY SUPPLY***

800 East Main Street

Laurel, MT 59044

406-628-6314 HOURS: Monday thru Saturday 6:00 a.m. to 7:00 p.m.  
Closed on Sunday

**LOCKWOOD**

***LOCKWOOD IGA***

1960 Old Hardin Road

Billings, MT 59101

406-252-4798 HOURS: Monday thru Friday 7:00 a.m. to 8:00 p.m.  
Saturday & Sunday 8:00 a.m. to 8:00 p.m.



**WESTEND**

***DON'S CAR WASH XPRESS CENTER CONVENIENCE STORE, PHILLIPS 66 GAS STATION***

2344 Central Avenue *(located on the corner of 24th St West & Central Ave)*

Billings, MT 59102

(406)696-4537 HOURS: Sunday thru Saturday 6:00 a.m. to 11:00 p.m.

**WORDEN, MT – Available at this location by July 1, 2019**

***PROJECT MERC FOOD FARM***

2416 Main Street

Worden, MT 59088

406-967-2431 HOURS: Monday thru Saturday 8:00 a.m. to 8:00 p.m.  
Sunday from 9:00 a.m. to 6:00 p.m.