

# BENEFITS OF A PREPAID ACCOUNT

The prepaid account option is perfect for members that want control over when they pay and how much energy they use.

- no more deposits required
- no more monthly electric bills
- no more late payment charges
- direct control of your energy budget
- online account access through the SmartHub web portal and via SmartHub mobile apps on your iPhone, iPad or Android mobile device.

## PAYMENT TERMINAL

A bill payment terminal has been installed at our office and is accessible 24 hours a day. It accepts debit/credit cards and cash. Members can access their account by swiping their "Prepaid Account Card" (shown below), which they will receive when their account is initially set-up.



Edgecombe-Martin County  
Electric Membership Corporation  
A Touchstone Energy® Cooperative

**PREPAID ACCOUNT CARD**

YOUR ENERGY, YOUR CHOICE

# QUESTIONS & ANSWERS

Are you trying to decide if a prepaid account is the right option for you? Here are some answers to frequently asked questions.

### **How do I know when my balance is getting low?**

You will monitor your prepaid account using the SmartHub web portal or the SmartHub mobile apps available in the iTunes and Android mobile marketplace. You can set-up your prepaid account to send you notifications when your account balance is running low through SmartHub.

### **What happens if my balance reaches a zero or negative balance?**

Your power will be disconnected. To restore power, you need to purchase enough energy to bring your account to a credit balance. You must be able to access your account online through SmartHub to make an energy purchase. More energy can also be purchased by visiting or calling our office during working hours (M-F, 8a.m.-5p.m., except on holidays). The bill payment terminal located at the front of our office under the drive-thru can be used to purchase additional energy also. Your service will be restored shortly after your prepaid account reaches a credit balance.

### **What should I do if I move?**

You should contact our office and request that your prepaid account be disconnected. You should also provide us with a forwarding address, so any credit balance (if applicable) remaining on the account when it is closed out can be mailed to you.

# YOUR ENERGY YOUR CHOICE



Edgecombe-Martin County  
Electric Membership Corporation

A Touchstone Energy® Cooperative

P.O. Box 188  
Tarboro, NC 27886  
1-800-445-6486  
www.ememc.com

## PURCHASE ENERGY WHEN YOU NEED IT

How would you like to have control over when you pay for your electricity and how much you use? If you would, then a prepaid account may be the solution for you.

### **Purchasing Energy:**

You can purchase and add energy to your account once your prepaid account has been set-up at our office and your metering equipment has been installed.

***In order to become a prepaid account member, you must be able to access your account online using the SmartHub web portal ([www.ememc.com](http://www.ememc.com)) or via the SmartHub applications on your mobile device. Energy can also be purchased at our office or over the phone during our normal operating hours (M-F, 8a.m.- 5p.m.).***

When you make an energy purchase, your account will be automatically updated to reflect the new account balance and you can review your account through SmartHub to verify any account activity!

You can purchase any amount of energy you would like in order to keep your account connected (a minimum purchase of \$5 must be made when using a debit or credit card); however, a prepaid member's service that is disconnected due to a zero or negative balance must purchase enough energy to bring their account to a credit balance in order to reconnect their service.

## REVIEWING YOUR SMARTHUB ACCOUNT

As a prepaid account member, you can monitor all aspects of your account by accessing SmartHub on the web or from your mobile device.



### GET THE SMARTHUB APP FOR YOUR MOBILE DEVICE!

Scan to get app for  
**IOS** devices



Scan to get app for  
**Android** devices



## RECONNECTING SERVICE AFTER ACCOUNT HAS BEEN DISCONNECTED

If your prepaid account reaches a zero or negative balance it will be disconnected. Once you have purchased enough energy to bring your account to a credit balance your service will be reconnected shortly. Make sure that all appliances are turned off before you leave your home to purchase energy. This will help prevent the appliances from coming on when power is automatically restored to your home after you purchase enough energy to bring your account to a credit balance.

The after hours outage center should not be used as a payment center for prepaid members. Prepaid members can make payments online, on their mobile device using SmartHub, at the kiosk under the drive thru or at the office during working hours. The after hours outage center should only be used if you are experiencing a power outage or have any emergency situation.

**(DURING OFFICE HOURS) 252-823-2171**

**(PAYMENTS AFTER HOURS) 1-855-356-6358  
BY PHONE**

**(AFTER HOURS OUTAGES) 1-800-690-0657  
& EMERGENCIES**