

Energy Outreach Colorado has committed \$ 50,000 to K.C. Electric Association to help our residential members with past due balances make the transition from a traditional account to a prepay account. Some financial assistance is also available for existing prepay accounts that have a past due balance.

A K.C. Electric prepay account allows residential members to purchase energy before they use it. When making a payment, members put a positive balance on their account and as they use electricity the balance goes down. Prepay participants receive alerts when they have less than five days' worth of electricity remaining. Members can choose to add money to their prepay balance anytime through a variety of payment methods.

A prepay account allows members to customize their payments to their lifestyle and budget. Some choose to make smaller more frequent payments, while others choose to put a large balance on their account. Either way, it allow members to be in control of how much energy they use and their costs.

If the account balance goes below zero, power is automatically disconnected. However, a member can have their power turned back on in minutes by making a payment anytime of the day. Payments can be made 24/7 online via a computer or a smart phone. Payments can also be made during normal business hours via phone or in person at either the Hugo or Stratton office. Members on prepay are not subject to disconnect fees, reconnect fees, late fees or collection fees. There are also no payment due dates or minimum payments associated with the program