


Contact Member Services at
252-209-2236 for any questions, help
with your prepaid metering system, or
to make a payment.




Roanoke Electric Cooperative

Your Touchstone Energy® Partner 



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Roanoke Electric Cooperative's prepaid metering program is designed to help our members maintain service at their residence while better managing cost. The following are the details of "Prepaid Metering".

\$50.00 In-Home Display deposit (only deposit required)

\$12.75 Monthly Basic Facilities Charge

\$25.00 Minimum Prepaid Metering Purchase

\$5.00 Monthly Lease Fee on Equipment

\$1.00 Surcharge on all Power Purchases

\$1.50 Additional charge for remote pay station purchases

No increased deposits or reconnect fees unless after hours.

Payments will not post to your account until the next business day; therefore all payments should be made in a timely manner to avoid disconnects. For example, payments made on Friday may not post until the following Monday.

Disconnects are performed 7 days a week, including holidays, on all accounts that have a negative balance. The balance is updated daily at 6:00 a.m. on the In-Home Display.

In home display shows the following:

Remaining Balance
Average Daily Usage
Yesterday's Usage
Monthly Usage
Last Month's Usage
Date and Time

The prepaid metering project is designed to help our members maintain service while getting the most from their energy dollars.

We encourage all members to use the information on their display to plan power purchases and avoid disconnects, especially after hours. This could avoid having to pay after-hour reconnect fees. There are no reconnect fees for prepaid metering when reconnected during normal business hours. All prepaid members have a disconnect collar at the meter base with a **Green Button** that will need to be pressed to restore power. In order for the button to work effectively, it must be pressed

with a fingertip to make proper connection.

Prepaid VISA cards may be used to purchase electricity over the phone or internet if the office and your local payment center are closed. Prepaid VISA cards are available at several grocery stores and Wal-Mart

To avoid accrual of the basic facility charges, prepaid customers **must** notify the office and request disconnection of service upon moving. Although the lights are not on, the account is still considered active and accrues charges until the member requests the service be disconnected.