

# How prepaid works:

ADD MONEY TO  
PREPAID ACCOUNT

FALL BELOW  
\$5 MINIMUM  
CREDIT

DO NOT PAY  
AND GET  
DISCONNECTED

MAINTAIN A  
\$5 CREDIT ON  
ACCOUNT  
AND STAY  
CONNECTED

NEED TO PAY  
ENOUGH TO  
HAVE A \$50  
CREDIT TO GET  
RECONNECTED

## BHEC PREPAID INFORMATION



**Black Hills  
Electric Cooperative**

A Touchstone Energy® Cooperative 

## CONTACT US

Monday - Friday 7:30 a.m. - 5:00 p.m.

800-742-0085 or 605-673-4461

bhec@bhec.coop

THIS COOPERATIVE IS AN EQUAL OPPORTUNITY  
PROVIDER, EMPLOYER AND LENDER.

Prepaid billing is an alternative billing option that lets you take charge of your energy budget. You pay for the electric service BEFORE you use it. Prepaid billing participants avoid paying large deposits and other associated fees.

## FAQ

### How do I know if my balance is low?

You need to sign up through SmartHub® and set your account up to receive notifications. You'll receive daily notifications until the prepaid balance is above the amount determined during the initial setup.

### What if I run out of money on the account?

We bill prepaid accounts everyday at 9:30 a.m. Prepaid billing may be delayed on the 1st of the month, or the Monday following the first if the first is on a weekend. If the account falls below a \$5.00 credit, the service will be disconnected by 11:30 a.m. Monday through Friday. Disconnects will be immediate and without further notification. In order to get reconnected, a payment must be made to get the account balance to at least a \$50 credit. A deposit of up to seven times the daily average **MAY** be added to the account if a prepaid account is disconnected for falling below the credit minimum.

### Am I on a different rate?

No! Members are on the same rate regardless if they're on prepaid or monthly billing. The only difference is when you pay for your charges.

### What about security light fees, customer charge, and other fees?

Fees that are not related to daily usage are billed out over the month. For example, your customer charge is \$35, you will be billed \$1.17/day for the month, with any overage or under charging corrected at TRUE UP. If you're on the demand rate, the demand charge is billed out at 1/30th each day and finalized at TRUE UP.

### What is TRUE UP?

TRUE UP occurs on the 1st of each month, depending on weekends and holidays. This process ensures that you are being charged accurately for the month.

### Can I sign up for prepaid billing if I have an existing service?

Yes! Existing members can sign up for prepaid billing and can receive credit for any deposits held on their account.

### How does prepaid billing benefit you?

- It allows you to take control of your electric account and energy use.
- You can avoid late fees and interest.
- No security deposits are required for prepaid billing unless account falls below the minimum credit balance and you are disconnected.

### How do I make a payment?

- SmartHub® app - download the free application on your IOS and Android devices.
- Call 800-742-0085 or 605-673-4461 M-F 7:30 a.m. - 5:00 p.m.
- Setup e-bill online at [www.bhec.coop](http://www.bhec.coop)
- Send payment by mail to:  
PO Box 792  
Custer, SD 57730
- Drop off a payment at BHEC headquarters located in Custer, SD

I have signed up for SmartHub®

I have signed up to receive notifications



## HAVE MORE QUESTIONS?

## CONTACT US!