



A Touchstone Energy® Cooperative 
The power of human connections®

PowerUp: Frequently Asked Questions

Who is PowerUp designed for?

PowerUp is a residential billing option offering a no deposit electricity plan designed to give you more control over your electricity usage. You choose how much prepaid electricity you want to buy and when to buy it. By pre-purchasing your electricity, you can plan your budget and monitor your electricity usage.

Does PowerUp cost me anything?

Standard fees for establishing a new account apply. There are no conversion fees for converting an existing account to PowerUp. See our checklist for additional details located at <http://wemc.com/powerup/>.

When you convert an existing account to PowerUp, you must pay for the electricity you've used since your last regular billing. This usage can either be paid in full at the time of your account transfer or paid over time. If you choose to pay it over time, 50 percent of each payment you make will be applied to that outstanding usage. Once paid in full, 100 percent of your payments will be applied toward future electricity.

What will happen if I run out of funds in my PowerUp account?

Similar to a car running out of gasoline, electricity will stop flowing to your home if your balance goes below zero. If you find yourself disconnected, simply contact us to make necessary payment and your electric service will be restored. Please note: Power will not be restored between 9 p.m. and 7 a.m.

Can I save money?

For members who want to take control of their electric costs, a pay-as-you-go program such as PowerUp may be of benefit to you. Surveys indicate that 90 percent of those enrolled in similar prepay programs believe they use energy more wisely as a result. In addition, statistics indicate that pay-as-you-go programs, such as PowerUp, help lower electric usage resulting in real savings, sometimes by more than 10 percent, as consumers become more aware of their electric consumption.

How do I make payments?

Purchasing electricity is quick and easy, even on holidays and weekends. Through PowerUp, members can purchase electricity as needed and in the amount they choose (a \$25 minimum purchase is required each time a payment is made, but you can always buy more).

Purchase of electricity can be made the following ways:

- In person at one of our offices (between the hours of 8 a.m. and 5 p.m. weekdays)
- By calling Wake Electric directly at (919) 863-6300 or (800) 474-6300 with debit, credit card and electronic check purchases (24 hours a day, seven days a week)
- By calling the dedicated pay-by-phone number at (866) 999-4593 with debit, credit card and electronic check purchases (24 hours a day, seven days a week)
- By logging into our SmartHub system located at <https://wemc.smarthub.coop/> and making a payment online

*Payment made by mail or at any authorized pay station other than a Wake Electric office is discouraged due to the amount of time it will take to be applied to your account.

How can I check the status of my account?

With PowerUp, members can check their account credit balance online via their eBill account or by calling our automated account information system at (866) 999-4593. To ensure easy, efficient account management, members can sign up to receive phone calls and/or email alerts concerning their account credit balances and a need for payment to avoid disconnection of electric service.

Members are highly encouraged to register for a SmartHub online account in order to utilize Wake Electric's Monitor & Manage program, located at <https://wemc.smarthub.coop/> under the "My Usage" tab. The "My Usage" tab allows SmartHub users to view monthly, daily and even hourly energy usage reports. On SmartHub, members can also review payment and balance activity.

Prior to enrollment, you will be invited to meet with a Wake Electric representative who will give you a copy of the PowerUp Terms and Conditions, as well as the PowerUp Residential Account Checklist. Both of these documents are located at <http://wemc.com/powerup/>. Wake Electric representatives will answer any questions you have about this exciting program at that time.

How is my daily bill calculated?

Each day your meter is read at midnight. The reading tells us how much electricity you used in the previous 24 hours. Your bill is then calculated for that day. The bill includes electricity used for that day, and a daily proration of the monthly facility service charge and other items listed on your traditional post-pay billing.