

Highline Electric's Prepay Program



What is Prepay?

Prepay is a flexible billing option that lets you pay for electricity before you use it, similar to a prepaid phone. No monthly bills—just pay as you go!

Benefits of Prepay

- No deposit required.
- No disconnect/reconnect fees.
- Pay on your own schedule.
- Track usage and balance online or via mobile app.
- Email and text notifications for low balances and payments.

How It Works

- Initial Setup: \$50 minimum to start your account.
- Debt Recovery: If you have a balance owed, that amount will go to Debt Recovery. 50% of any payment made will automatically be applied to Debt Recovery.
- Ongoing Payments: Minimum \$20 per transaction.
- Disconnection: If your balance runs out, service is disconnected.
- Reconnection: Automatic once a \$20 payment is made (plus any amount owed).

Who Can Use Prepay?

Most residential members can enroll, but Prepay is not available for:

- Net metering accounts
- Budget billing
- Time-of-use rates
- Households with electrical lifesaving medical equipment
- Members using Cooperative Ministries assistance

Switching to Prepay

If you're switching from a traditional account:

- Your deposit will be applied to any balance owed.
- Remaining funds go toward your Prepay account.

If you leave Prepay, you must wait 12 months before re-enrolling.

Managing Your Account

You must set up an online or mobile account and use Highline's app or website to:

- View balance
- Make payments
- Schedule future payments
- Set up email and text alerts

Ask for our step-by-step guide for how to set up an online account, or view it [here](#), for help in creating an online account.

Notifications

You're able to receive automatic emails and texts when:

- Your balance is low.
- Your balance is negative.
- A payment is posted.

Other Notes

- To schedule automatic payments, you will schedule future payments. This can be setup in your online account or in any of our offices.
- Payments made electronically reconnect service in less than 30 minutes.
- If disconnected, your account remains active and continues to accrue daily charges.

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