

GEC

GLACIER ELECTRIC

COOPERATIVE, INC.

Welcome to Prepay

As a customer on our prepayment service, here is some additional information about your service that may benefit you. Your electrical service is provided to you as long as you have money in your account. You can make payments to your account at anytime during our regular office hours (Monday-Friday 9 a.m. - 5 p.m.) excluding holidays and other office closures. Payments can be made in any amount between \$20 and \$500.

Your In Home Display Unit (IHD), will allow you to track your usage and see how much money you have left on your account. On your IHD, the far left indicator light will come on when the system estimates you have 4 or less days of electricity remaining or when your account is showing a negative balance. The information displayed on this device is automatically updated once a day between 3:00 and 3:30 a.m. **If your IHD is not plugged in during the update process, it will not update.** If the unit is not allowed to update, the account information displayed is not valid. The first time you plug in your IHD into your outlet, the information showing will not be valid until after 3:00 a.m. the following morning.

Remember the IHD is for display purposes only. It does NOT control the disconnect collar or electrical usage. An IHD will only work at the service address of the account to which it is assigned.

Any account with a negative balance will be disconnected at 11:00 a.m., Monday – Friday. To avoid the disconnection, a payment must be made on the account by 10:00 a.m. that day.



As a reminder, you have two options for payment of your IHD, you can rent the IHD from Glacier Electric, or you can purchase your own IHD. If you choose to rent the IHD you will be charged a \$50 equipment deposit on the unit and subsequent rental fees of \$5 each month. If you choose to rent, remember the IHD is the property of Glacier Electric Cooperative. This device must be returned to a GEC office in good working condition in order to receive your deposit refund. These devices have a serial number on the back that will be tied to your account. If you choose to purchase your own IHD you will be charged a one time \$140 with no monthly rental fee.

Prepay Action Time-Line



Cut Bank Office
410 E. Main
Cut Bank, MT 59427
(406) 873-5566

Your Touchstone Energy® Cooperative



Browning Office
P.O. Box 609
Browning, MT 59417
(406) 338-5400