

What is PrePaid electric service?

PrePaid is a program offered by Talquin Electric Co-op that allows Members to avoid most deposits and fees, customize their payment schedule, purchase energy when convenient, and monitor their electricity consumption in a self-managed program.

Is PrePaid the right choice for me?

Use this program to take control of your electric costs and energy use. By monitoring your consumption on a regular basis, you will begin to notice patterns in your day-to-day use. Any variation from this pattern, such as a house guest (increase) or a vacation (decrease), will become evident as you monitor your account. Monitoring and controlling daily use can help keep those electric costs down. Statistics indicate prepaid electricity programs help lower electric consumption due to increased awareness of your energy use.

How much money should I keep in my PrePaid account?

Talquin requires that Members have money in their account at all times to avoid interruption of service. Members can make a payment at any time. Please note that credit cards require a \$20 minimum payment.

How can I check my PrePaid balance?

You can log into your online account at www.talquinelectric.com. You can also sign up for email alerts for balance notifications.

What happens when my PrePaid account balance is low?

You will be notified via email, when your balance reaches the predetermined amount of \$10, which gives you time to make a payment. Notifications continue until the balance is depleted or a sufficient payment is made.

What happens when my PrePaid account balance is zero?

- Service is disconnected until a payment is made.
- Service will resume upon receipt of payment that creates a minimum \$20 positive account balance.
- If payment is not made within 15 days, the account is considered inactive and closed.

I already have a traditional Talquin account, can I switch to PrePaid?

Yes, you can switch to a PrePaid account even if you already have service with Talquin. Any existing deposit will be applied to your outstanding balance and new PrePaid account.

Will I receive a bill?

No, PrePaid Members will not receive a monthly bill. Members can access their account information via Talquin's website, phone, or an any Talquin Member Service Office.

Will my power be disconnected on holidays or weekends?

No, Members will not be disconnected on weekends, Co-op holidays, or after normal business hours.

Can my water account be signed up for PrePaid?

No, PrePaid is for electric accounts only.



**The PrePaid option is not available in all areas due to lack of service availability.*

