



Tri-County
EMC



pay•your•way
a prepay billing solution

RESIDENTIAL ACCOUNT USER'S GUIDE

YOU'RE ENROLLED!

Your account is now enrolled in Tri-County EMC's pay-your-way prepay program. You now pay for your electricity how and when you choose.

UNDERSTANDING YOUR CHARGES

With pay-your-way, each kWh costs 10.8¢, the same as TCEMC's average residential energy charge. The Wholesale Power Cost Adjustment (WPCA) will also apply to prepay accounts. The monthly minimum charge for pay-your-way prepay is \$47.50 (compared to \$37.50 for traditional post-pay accounts), or \$1.56 per day. The additional \$10 per month pays for specialized equipment and monthly alerts. Any other monthly charges for services such as security lights or Georgia Magazine, are divided equally over 30 days. Prepay accounts enrolled in Operation Round-up will have contributions calculated at the end of each month.

SETTING YOUR ALERTS

pay-your-way members can be notified by phone, text, email, and push notifications when their account is running low. Activate alerts using the online customer portal or mobile app. It is important to keep contact information up to date.

AVAILABLE ALERTS



Account Profile Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Returned Check	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Payment Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disconnect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reconnect	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Low Balance Threshold	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Balance and High Usage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Auto Disconnect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

RECHARGE YOUR PREPAY ACCOUNT 24 HOURS A DAY.

CREDIT CARD OR E-CHECK ONLINE

Online payments can be made by credit card (2.45% fee) or e-check (\$.60 fee) through the customer portal accessed on the website, tri-countyemc.com, or the myTCEMC app.

CASH OR CHECK USING A KIOSK

TCEMC partners with the following kiosk locations:

TCEMC Eatonton Office
Lobby (M-F, 8AM-4:30PM)
Drive-thru (24 HOURS)
112 Recreation Road

TCEMC Gray Office
Lobby (M-F, 8AM-4:30PM)
Drive-thru (24 HOURS)
310 W. Clinton Street

Jet Food Store
24 HOURS
121 Gray Rd.
Eatonton, GA

Piggly Wiggly
MON-SAT 7AM-9PM
SUN 8AM-9PM
228 N. Jefferson Ave.
Eatonton, GA

Piggly Wiggly
MON-SAT 7AM-9PM
SUN 8AM-9PM
731 S. Wayne Street
Milledgeville, GA

Piggly Wiggly
MON-SAT 7AM-9PM
SUN 8AM-9PM
121 College St.
Gordon, GA

Jet Food Store
5AM-11PM
5588 Hwy. 57
Macon, GA

CHECKOUT BY PAYGO

Pay your bill on your next shopping trip with *CheckOut*. When checking out, present the barcode on the back of your pay-your-way ID card to the cashier to pay your bill. View a map of participating stores at tri-countyemc.com/checkout.cms.

CREDIT CARD OR E-CHECK BY PHONE

Pay via phone with a credit card (2.45% fee) or e-check (\$.60 fee) at 1.866.254.8100, option 4.



DISCONNECTS

- Your account is subject to disconnection when your balance reaches zero. If your account is not recharged, electrical service will be automatically disconnected.
- To recharge your account after disconnection, you must have a minimum balance of \$10 to be reconnected.
- Once your account has been recharged, a signal will be automatically sent to your meter within 30 minutes. While disconnected, your account will continue to be charged a \$1.56 fee each day.
- If within twelve (12) months, service is reconnected in the same location, the daily minimum charge of \$1.56 plus tax will be charged for each day since disconnection of service. This only applies if the member making application was the last account-holder at that location.
- If an account is disconnected and does not become active for ten (10) consecutive days, the account will be considered inactive, and a final bill will be mailed.

DEBT RECOVERY

- If you elected to have a prior balance transferred to your prepay account for debt recovery, after the initial payment, 25% of each payment you make will go towards repaying this debt.
- The amount of your debt recovery balance can be tracked using your customer portal.

MANAGE YOUR ACCOUNT

ONLINE CUSTOMER PORTAL

- Set up your account by going to **tri-countyemc.com** and clicking on “Your Account”. From there, click on the “Sign In” tab and then “Create Account”. Follow the steps to create your user ID and password.
- Pay your bill by clicking “Pay Now”.
- Check your daily usage by clicking “Usage History” under the “My Account” dropdown menu.
- Activate phone, text, or email notifications by clicking “Manage Alerts” under the “My Account” dropdown menu.

MOBILE APP

- In the Apple or Google Play Store, search for “myTCEMC”. It should look like the image to the right. Download the free app to your mobile phone.
- Once you have your User ID set up online, log in to the app with your User ID and Password (same as the customer portal). If you do not have a password, click “Forgot Password?” and follow the steps to have a new password created.
- Once logged in, click on the account that you want to manage.
- Within the app, you can use the buttons at the top to make payments, view usage history, report outages, and set up account alerts.
- If you want to receive push notifications on the app, visit the Account Info tab within the app and be sure the notifications button is on.

