



INcontrol

A Prepay Power Program from WEC

What is in this manual?

- **Introduction**
- **Advantages**
- **Setup**
- **Account Management**
- **Ways to pay your bill**
- **My info**

Welcome to the InControl program!

This guide will walk you through setting up and maintaining your new InControl account.

This guide has all the information you need to check your balance, add money to your account and stay up to date on your electric service.

Today, a Wiregrass Member Services Representative will walk you through enrolling in the InControl prepay program. On Page 10 of this manual, you will be able to record all the passwords and other information you need to remember from your meeting today. Please write down everything as you go, and be sure to ask any questions you may have. Welcome to being InControl!

With Wiregrass Electric Cooperative's InControl program, you will be able to take control of your power bill. You will never have to be surprised by a sudden increase in your bill from one month to the next. With InControl, you can even see how much electricity you are using by the hour, not by the month.

As a member of InControl, you will no longer receive a power bill. Since this program measures your electric use instantly, a printed bill would be outdated by the time you received it. This program depends on WEC being able to give you instant information about your account. Because of that, you will need an email address and a phone number where WEC can contact you and where you can monitor your member account.

A WEC Member Service Representative can answer any questions you may have about the InControl program.

Be InControl with a prepay account:

- **Put your deposit to work for you immediately**
- **No more billing surprises with instant information about your power usage**
- **Get immediate text and email alerts about your account**
- **Control your account through our website (www.wiregrass.coop) or through your smart phone**
- **Payment options available all day, every day**
- **Studies show that prepay accounts help people use less electricity, saving them money**

Setting up your prepay account

The screenshot shows a software window titled "Create Prepaid Metering". On the left is a navigation menu with options: Customer, Detail, Credit/Misc, Laser/E-Bill, and Alerts/Reminders (which is selected). The main area contains a form with the following fields: "Mobile" (with a phone number), "Provider Name" (a dropdown menu), and "Email" (with an email address). A "Send Services" button is next to the mobile field, with a red warning message: "Currently there are no Smart Meters registered to the account". Below these fields is a table for selecting notification methods:

Alert/Description	Text Message	Email	Push Notification
Payment Confirmation <small>Notify the customer when the bill is paid.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Connected <small>Alert the customer when the service has been connected.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Disconnected <small>Alert the customer when the service has been disconnected.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Reconnected <small>Alert the customer when the service has been reconnected.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Balance Threshold Reached <small>Alert the customer when the PPM balance reaches: \$50</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the window are "Help", "OK", and "Cancel" buttons.

A member service representative will walk you through selecting how you want WEC to let you know about your account.

STEP ONE: Choose how WEC will contact you about your account.

This screen is where you will decide how WEC will contact you with information about your account such as a low balance, disconnection or payment confirmation. Choosing both email **and** phone messages is best, and could stop your power from being cut off because of a low balance.

An example email sent when you fall below your threshold balance:

"The prepaid metering balance for account 12345001 has fallen to \$50.00. Please contact us at 800-239-4602 or go to www.wiregrass.coop and make a payment as soon as possible to avoid a disruption in your electric service."

An example text message alert when you fall below your threshold balance:

"The prepaid metering balance for account 12345001 is \$50.00. Please call 800-239-4602."

STEP TWO: Pick a threshold balance for your account.

You will need to pick a **threshold balance**. This is the smallest amount of money you can have in your account before Wiregrass Electric warns you that you need to make a payment. You should pick an amount that will give you plenty of time to make a payment after you have been warned about your account. Since you have enrolled in the InControl Program, arrangements are no longer possible for your account.

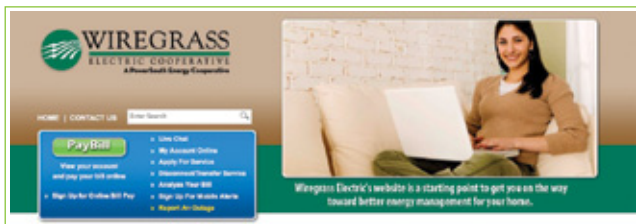
Once your account falls below your threshold balance, you will be alerted by either text message, email or both — depending on what options you chose in Step One.

For this reason it is important that you log into your online account and update your email address or phone number any time your contact information changes.

Wiregrass Electric Cooperative will contact you when:

- You have fallen below your threshold balance
- You have successfully made a payment
- Your electric service has been disconnected
- Your electric service has been reconnected

How to manage your InControl Account from www.wiregrass.coop

The image shows the "Customer Login" page. It includes a heading "Customer Login" and a paragraph of instructions: "You must enter your account number or user ID and password to access information on this site. Your account number is printed on your bill. If your account number includes a '-', it should be removed. For example, if the account number on your bill is 12345-001, you should enter either 12345 or 12345001 in the account number field." Below this is a note: "(Please note: Effective Sept. 26, 2011, all WEC account numbers changed from a 2-digit separator (after the '-') to a 3-digit separator. If your account number was 12345-01, your new account number is now 12345-001.)" There is also a note about Adobe Acrobat Reader: "To view a bill, Adobe Acrobat Reader 5.0 or higher must be installed as a prerequisite. If not installed, please click here to install the Acrobat Reader." The login form consists of two input fields: "*Account Number or User ID:" and "*Password:". Below the fields are "Login" and "Clear" buttons. At the bottom of the form are links for "Forgot Password?", "Info", and "Back".

Managing your account from the WEC website (top) gives you the option to see your energy use and add money to your account. Be sure to write down your User ID and password so you can log in (bottom).

To manage your account, you'll need to learn how to use WEC's website, www.wiregrass.coop. After you've pointed your browser to this address, you should see a big blue box at the top of the screen.

Click on "[View your account and pay your bill online.](#)"

From here you will need to scroll to the bottom of the screen and enter your username and password. You will be given this information when you set up your account at the Wiregrass Electric office. It should also be on the My Info page at the back of this guide (Page 10).

After you have logged in, you can click the Payments tab at the top left corner to make a payment to your account.

For more ways to make a payment, see Page 8.

This website is also where you can change contact information for your account, and see your usage.

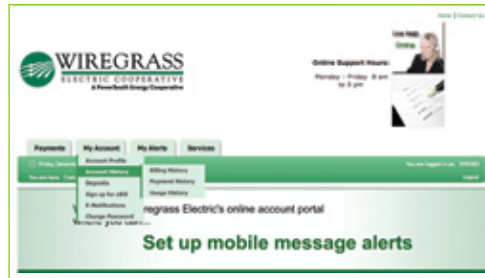
See your electric usage: Once you have logged in through www.wiregrass.coop, go to the **My Account** tab, hover over **Account History** on the drop-down menu, then click on **Usage History**. From here you will be able to see exactly how much electricity you have used out of your prepay account. If the account is low, you can go over to the Payments tab and add more money.

Change contact information: Once you have logged in through www.wiregrass.coop, go to the **My Account** tab and click on **Account Profile** from the drop-down menu. From here you can change your address, phone number and email.

DEBT MANAGEMENT AND DEPOSITS

In order to enroll in the InControl program, you will need to pay your current electric bill plus any charges that have yet to be billed. If **Debt Management** is required for an account when it is enrolled, then a percentage of any payment that is made will go to reduce the amount owed to WEC, and what remains will go into your account to be used for electricity.

As an added benefit of being enrolled in the InControl program, your **deposit** is freed up to provide you with electric service. Deposits can help pay your unbilled amount when you enroll, or even go directly into your prepay account.



Date	Meter Read Date	Total Usage	Charges	Balance
10/15/2011	10/15/2011	50	4.50	280.00
10/15/2011	10/15/2011	50	5.00	275.00
10/15/2011	10/15/2011	50	5.00	270.00
10/15/2011	10/15/2011	50	5.00	265.00
10/15/2011	10/15/2011	50	5.00	260.00
10/15/2011	10/15/2011	50	5.00	255.00
10/15/2011	10/15/2011	50	5.00	250.00
10/15/2011	10/15/2011	50	5.00	245.00
10/15/2011	10/15/2011	50	5.00	240.00

Date	Meter Read Date	Total Usage	Charges	Balance
10/15/2011	10/15/2011	50	4.50	280.00
10/15/2011	10/15/2011	50	5.00	275.00
10/15/2011	10/15/2011	50	5.00	270.00
10/15/2011	10/15/2011	50	5.00	265.00
10/15/2011	10/15/2011	50	5.00	260.00
10/15/2011	10/15/2011	50	5.00	255.00
10/15/2011	10/15/2011	50	5.00	250.00
10/15/2011	10/15/2011	50	5.00	245.00
10/15/2011	10/15/2011	50	5.00	240.00

Selecting the My Account Tab (top) will give you access to your usage history (bottom). This history will let you see when you are using the most electricity throughout the day.

Ways to pay your bill

When the money in your account drops to \$0.00, you will be disconnected and no longer have electric service.

Once this happens, you will have to place more money into your account in order to have your power restored. WEC offers several ways for you to add money to your account.

The best way is using the web portal at www.wiregrass.coop. Go back to Pages 6-7 if you want to learn how to add money to your account this way.

Wiregrass Electric Cooperative offers our members several ways to pay their electric bill. Find the option that is most convenient for you. There are no fees for paying your bill using any of these methods:



COME IN

Pay your electric bill inside our Hartford, Samson, Ashford or Dothan office. You must pay at least \$25 when making an in-office payment.



DRIVE THRU

Our Hartford, Ashford and Dothan offices also have a convenient drive thru so you don't have to leave your car. You must pay at least \$25 when making a drive thru payment.



CALL US

Call our IVR system at 800-239-4602 any day, any time and pay by credit or debit card or by check.



LOG ON

Create an online account to pay your bill at www.wiregrass.coop.

What about vouchers?

WEC will still accept vouchers, but they will not act as a form of payment for your account.

WEC smart phone app

If you have a smart phone or tablet computer, you can access your Wiregrass Electric account from one of our native apps!

Search for **“Wiregrass Electric Cooperative”** in the iTunes store or on the Android Market. You will need your account number or user ID, which you will record today at the back of this guide. After you’ve entered your ID and password, login.

You can enable “push notifications” for this app. This means that an alert will be displayed on your phone or tablet when your account needs your attention. Setting push notifications is recommended.

Once you have selected your account, you can see your balance, make a payment and more, all from the convenience of your smart phone or tablet!



My info

Looking to lower your electric bill?

Wiregrass Electric Cooperative offers free energy audits for your home. A member of our Energy Services Department can come to your home and help you identify areas where you could be saving money on your electric bill.

For more information, call 800-239-4602.

Here is a place to record all the information you and the Member Services Representative went over today. It's important that you keep up with this information! Being able to access your account and add funds is a critical part of being in the InControl prepay program.

Wiregrass Website: www.wiregrass.coop

My Member Number: _____

My User Name: _____

My Password: _____

My Threshold Amount: _____

Important things to remember

- 1 You will no longer receive any kind of bill in the mail, so you need to check your email and phone for contact from Wiregrass Electric Cooperative (Page 3).
- 2 You will receive an alert when your account balance falls below a certain threshold amount. You set that amount when you signed up for the program (Page 4-5).
- 3 When you run out of money in your account, your power will be shut off. There are **no arrangements** allowed with this program.
- 4 If you change your phone number, email address or physical address, let WEC know by going to www.wiregrass.coop and changing your account information (Page 6-7).



www.wiregrass.coop
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Scan this QR code on your mobile device to access your WEC Dashboard!