



What is Easy Pay Metering?

With Fall River Electric's Easy Pay (prepaid metering program), members like you pay for electricity in advance. It's a lot like putting gas in your car. If you notice that you are running low, it's time to 'fill-up.' Easy Pay is the same when your balance is running low; it's time to put more funds in your account.

ANSWERS TO FREQUENTLY ASKED QUESTIONS

- What are the benefits of Easy Pay?
 - No security deposits
 - No monthly bill surprises
 - No late fees or disconnection fees
- How do I know if my balance is low?

If your balance is low (usually below \$40.00), you will receive a courtesy text and/or email to alert you to add funds. You have the option.
- What if I run out of money on my account?

If the account balance falls below \$0.00; the service will be disconnected, just like a vehicle running out of gas. Meters are not disconnected on weekends or any days that Fall River observes for holidays. Once payment is made to get the account back to a \$10 credit balance, the service will automatically restore within 15 minutes.
- Are there any additional charges associated with Easy Pay accounts?

Residential members pay \$39.00 per month per meter for an Access Fee. This charge is billed daily to Easy Pay members at \$1.28/day on top of the electricity and demand used each day.
- Do I receive a monthly statement?

Easy Pay members do not receive a monthly statement. Instead, Fall River will reconcile your account once a month. This process ensures you are charged accurately. As an example, Fall River charges \$0.0807 per kWh used above 2000 kWhs. During reconciliation, this difference would then be billed toward your credit balance.
- What are my payment options?

Payments can be made, and balances can be checked on the Fall River's SmartHub app or through our website at <https://fallriverelectric.smarthub.coop/ui/#/paynow>.



Download the Fall River Electric SmartHub App

View account balance, make payments, report a power outage & more!

SmartHub at the Apple store or Google Play