

PrePaid service is not available if the member...

- is enrolled and wishes to stay on budget billing.
- has a Medical Condition Certificate filed with KREMC.
- is utilizing the automatic payment draft options and wishes to remain in this program.
- has canceled PrePaid service within the last 12 months.

PrePaid Electric Service

A new solution for those who like to pay-as-you-go.

Benefits include

- No Deposit
- No Late Fees
- No Disconnect/Reconnect Fees
- No Unexpected High Bills

Contact Us



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www.KREMC.com

Getting Started Basics

KREMC members can enroll in the program by opening an account with a minimum initial credit balance of \$50 and a \$25 membership fee.

- Payments of \$20 or more can be made anytime.
- Each day at approximately 10:30 a.m., meters are read and the appropriate charge is deducted from the account balance. Members immediately receive account alerts and notifications.
- Members will receive alerts based on the notification options they select through "My Account" on www.kremc.com.
- Accounts with a \$0 balance will be disconnected Monday-Friday (excluding holidays) at approximately 12:30 p.m. (No disconnects will be completed on Saturdays, Sundays, New Year's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas.)
- KREMC personnel do not have the ability to postpone a disconnect on PrePaid billing.

Debt Management

Members may be eligible to move past balances and current use into a debt management plan as part of the PrePaid program by paying at least 25% of the unpaid balance.

Once in debt management, for each dollar paid, 25 cents will be applied to the unpaid debt. The percentage split per payment is established in the system and cannot be altered from 75/25 split.

Members on debt management who are disconnected will also be responsible for the 25% debt management portion due on their account. For example, if a member's balance is zero and he/she are disconnected, the reconnect amount due is \$50.01 to bring the account above \$50 plus \$12.50 (25% of the debt due).

To access debt management balance:
www.kremc.com - my account - my usage - payment history - debt management



"Getting my first place on my own was hard, but not having to pay a deposit by signing up for PrePaid really helped."

Alerts

Balance and Use Alert: This notification is delivered daily showing the account balance in dollars and the amount of kWh used at the location.

High Use: Members set up the "high usage" threshold on www.kremc.com or through a CSR.

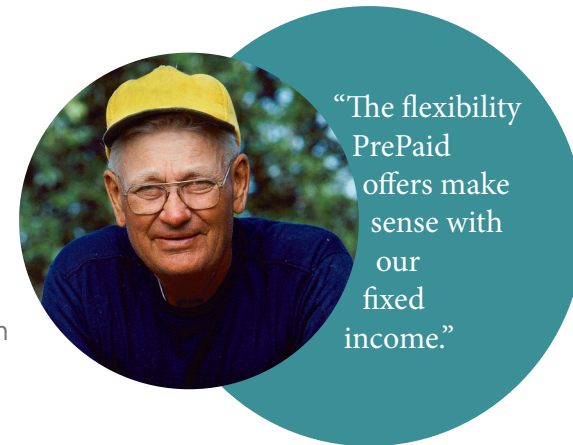
Low Balance: Members may receive a low balance alert if the account is approaching a zero balance.

Pending Auto Disconnect: Member account has reached either a zero or a negative balance. Service is scheduled for disconnect the same day at approximately 12:30 p.m.

Payment received: A payment has been made on the account.

Service Disconnected: Members account was disconnected.

Service Reconnected: After a member pays the balance due and brings the account up to a minimum of \$50 balance, service will generally be reconnected within 30 minutes. If not, please contact our office.



"The flexibility PrePaid offers make sense with our fixed income."

Payment Options



Online

Make payments online through www.kremc.com. You simply need your account number and a method of payment.



In Person

Use our 24/7 payment kiosk, or come into our office at 370 South 250 East, Warsaw, IN 46582.



Phone

Pay over the phone by using our automated system or speak with a friendly representative by calling 574-267-6331.