

Sioux Valley Energy Prepaid Electric Service

Sioux Valley Energy's Prepaid Electric Service program allows members to structure electric payments in a way that best fits their needs. The Prepaid program allows members to view their daily usage online and receive notifications about the status of their account by telephone, text and/or email. The Prepaid program eliminates the requirement for security deposits. Please see the information below for more information regarding SVE's Prepaid program.

- Prepaid electric service accounts do not receive monthly electric bill statements. Account transaction history is available by calling our automated system at **1-855-939-3536**, by using the SmartHub link at www.siouxvalleyenergy.com or by downloading the free SmartHub app on an Android or Apple smartphone or tablet.
- Prepaid electric service accounts are billed in accordance with applicable rate schedules.
- Prepaid electric service accounts are not subject to late payment or disconnection/reconnection fees. A \$25.00 reconnection fee will be applied if the service is disconnected and later a reconnect is requested after the account has been final billed.
- Prepaid electric service accounts are subject to all other charges applicable to traditional billing rates.
- Notices of account activity and disconnection are delivered by an automated phone call. Members may add email or text message alerts by using their SmartHub account. The delivery method is chosen by the member and it is the responsibility of the member to keep delivery methods current.
- The Prepaid notification threshold is established at \$15.00. Prepaid members will receive automated phone calls alerting them when their account balance reaches a credit of \$15.00 or less on the daily bill calculation process. Members may select a higher amount through their SmartHub account or by contacting the Member Services Department at 1-877-511-8062.
- Payment for Prepaid service is made in advance. It is the member's responsibility to maintain a sufficient prepaid balance to continue service. When an account balance reaches \$0.00, service is subject to an immediate disconnect Monday-Friday starting at 12:30pm. Medical conditions and/or inclement weather will not postpone disconnection. Reconnection will occur after a payment is made and there is a credit on the account. When a Prepaid account is disconnected, fixed charges (basic service, security light charge, etc.) continue to accumulate and are deducted from the next payment for electric service.
- Sioux Valley Energy will not disconnect on weekends or holidays.
- Prepaid accounts are not eligible for payment arrangements, budget billing, or bank draft.
- Minimum Prepaid payment is \$25.00.
- Prepaid payments may be made with cash, money order, MoneyGram, credit and debit cards only.
No checks will be accepted.
- Payment options
 - In person at any of our four locations:
Colman SD, Brandon SD, or Pipestone MN: 7:30 a.m.- 4:30 p.m.
Hartford SD: 7:30 a.m. - 4:00 p.m.
 - Call Sioux Valley Energy at 1-855-939-3536, 24 hours, 7 days per week access.

See back page for additional information.

- Download the free SmartHub app on an Android or Apple smartphone or tablet.
- Online at www.siouxvalleyenergy.com.
- Mail payment to Sioux Valley Energy, PO Box 216, Colman SD 57107. We do not guarantee mailed payments.
- Payment through a participating MoneyGram* location such as Wal-Mart.
 1. Find a MoneyGram* location such as Wal-Mart or other locations:
www.MoneyGram.com/BillPayLocations
 2. Members must bring these items:
 - ✓ Cash: enough for their payment and the MoneyGram fee (\$1.50)
 - ✓ Their Sioux Valley Energy Account Number
 - ✓ Receive Code: **15098**
 3. Complete the MoneyGram* ExpressPayment® blue form. **Members MUST use the blue form or their payment will not post to their account immediately.**
- Utilize the “Pay by Cash” dropdown on your SmartHub account under the Billing & Payments tab at participating locations such as Dollar General, Family Dollar, CVS Pharmacy, 7-Eleven, Wal-Mart, Kum & Go, and Speedway. The retailer will give you a printed receipt at the close of the transaction and your payment will be posted to your electric account immediately.
 1. Members must bring these items:
 - ✓ Cash: enough for their payment and the VanillaDirect fee (\$1.50)
 - ✓ Printed barcode from your registered SmartHub account or present the provided Barcode on your Smartphone or tablet to the cashier (Billing & Payments>Pay by Cash>View Barcode)
- Existing members who wish to switch from traditional billing to Prepaid billings must start with a \$25.00 credit balance to be applied to future energy use. A bill will be calculated based on the current reading. Any deposits the member has will be deducted from the new balance and any credit will be applied towards the Prepaid amount.
- Members may request a payment plan on the account balance when switching from traditional billing to Prepaid. If approved, the payment plan will be a split between the existing balance and Prepaid balance. After this initial set up, each time the members pays on their Prepaid account, a percentage of that payment will go toward their prepaid balance and a percentage toward their previous bill.
- Prepaid Metering is a voluntary program and members may elect to be removed at any time; however, a deposit equal to two times the highest monthly bill at the location may be required.
- Prepaid accounts disconnected for ten (10) days or longer will be closed and final billed in accordance with our current policies. If a reconnect is requested after the account is final billed there will be a \$25.00 reconnect fee applied to the account along with back billed basic charge while disconnected.
- A separate form must be completed for Minnesota customers on Prepaid billing who want to file for Minnesota Cold Weather Protection. This form can be found on www.siouxvalleyenergy.com or obtained by calling Member Services at **1-877-511-8062**.
- Enrollment into the Prepaid program is only available to services that support the Prepaid service equipment.

Sioux Valley Energy reserves the right to modify the service rules and regulations at any time without prior notification. Members who choose Prepaid Metering agree to abide by the terms and conditions of Prepaid Metering service above, and will abide by Sioux Valley Energy's tariff, rules and regulations. Sioux Valley Energy will not be held responsible for any direct or indirect damage to property, injury to persons for any failure to make timely purchases of electricity to maintain a credit balance on account in order to maintain uninterrupted electric service. Sioux Valley Energy installs, maintains and retains ownership of prepaid service equipment. Revised 9/4/2024