



Suwannee Valley Electric Cooperative's MyChoice residential pre-pay service allows you to pay for the amount of electricity you want, when you want it. With MyChoice, you can also view your daily usage online and receive notifications about the status of your account by telephone, text and email using the SmartHub account management tool.

### MyChoice Eligibility Requirements

- **Member of Suwannee Valley Electric Cooperative:** You must be a member of the cooperative or become one by completing an Application for Membership and an Application for Service; and paying the \$5.00 membership fee.
- **Security Deposit Requirement: \$25.00** (Existing security deposits already paid in excess of \$25.00 shall be refunded to the account.
- **All Balances Paid:** You must pay all applicable fees and charges prior to commencement of service. The cooperative, at its sole discretion, may agree to a payment arrangement on any outstanding balance owed to the cooperative prior to enrollment in MyChoice.
- **Minimum Initial Advance Purchase:** \$25.00 minimum to be applied to future kilowatt-hours of electricity consumed.

### MyChoice General Information

- A member's selection of MyChoice residential pre-pay service is optional.
- Service for MyChoice accounts will be charged in accordance with the cooperative's Residential Service Prepaid Metering (RS-PM) rate. The Cooperative will furnish, maintain and own all the prepaid power equipment.
- Service rendered under MyChoice is subject to all the rules and regulations of the cooperative's tariffs, bylaws, and general rules and regulations. Standby or resale of electric service is not permitted.
- A member enrolled in MyChoice may elect to transfer to a standard service. Transferring to a standard service could require an increase in deposit.
- Payment for service shall be made in advance. When the value of the service consumed equals the value of the advance purchase, electric service is subject to disconnection. **Disconnected accounts will be automatically reconnected within minutes after a payment is posted to the account.**
- While a service is disconnected, any daily fixed charges (facilities charges, outdoor light charges, etc.) will continue to accumulate on the account and will be deducted from the member's next payment. After 7 days in a disconnected status, the member's account will be closed out.

### About Your New Account

- Members enrolled in MyChoice do not receive monthly electric bills. Account details (kilowatt-hour usage, daily charge amounts, payments and credit balance, etc.) are available at [svectsmarthub.com](http://svectsmarthub.com) or by dialing 877-562-5504, menu option 1.
- MyChoice account alert thresholds and methods can be set by the member using SmartHub.
- MyChoice accounts are not subject to late payment fees or disconnection/reconnection fees.
- MyChoice accounts are subject to all other charges applicable to the standard billing rates.

### Payment Options

- **Via SmartHub:** Using the mobile app or online at [svectsmarthub.com](http://svectsmarthub.com) (check or debit/credit card).
- **By phone:** 1-877-562-5504, menu option 2 (check or debit/credit card).
- **For more payment options,** visit [svect-coop.com/member-services/payment-methods](http://svect-coop.com/member-services/payment-methods).

**Charges**

Facilities Charge: \$2.20 per day

Energy Charge: 13.10 cents per kWh\*

\* Plus or minus Wholesale Power Cost Adjustment (WPCA)

*(All normal taxes and regulatory fees apply. Rates are subject to change in conjunction with SVEC's tariff.)*

**Alerts and Communications**

Please notify me when my credit reaches \$ \_\_\_\_\_ or less.

*You will automatically be notified by phone. Text or email notifications may be added online via SmartHub.*

Suwannee Valley Electric Cooperative reserves the right to modify the service rules and regulations at any time without prior notification. Current rules and regulations governing SVEC's services may be found at [svec-coop.com](http://svec-coop.com).

As a Suwannee Valley Electric Cooperative member, I hereby request to be enrolled in MyChoice. I have read and understand the terms and conditions above, and will abide by the cooperative's tariff, rules, and regulations.

**Applicant**

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

(Please Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_ Phone #: \_\_\_\_\_

SVEC Representative: \_\_\_\_\_ Date: \_\_\_\_\_

SVEC is an equal opportunity provider and employer.