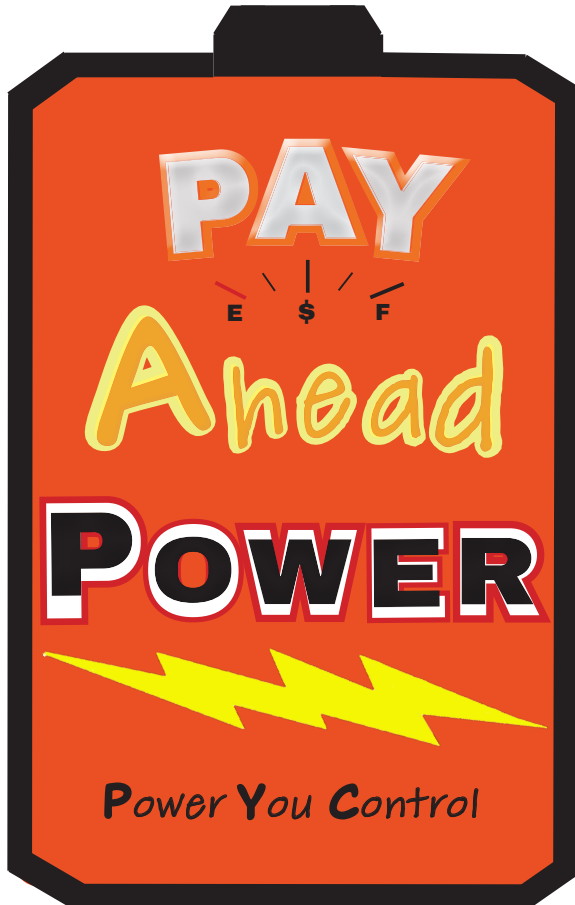


# Lane Scott *Electric Cooperative*

A Touchstone Energy<sup>®</sup> Cooperative 



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Dighton, KS 67839  
[www.lanescott.coop](http://www.lanescott.coop)

620-397-5327  
Toll Free: 800-417-2217  
24-Hour Automated Phone  
Payments: 855-356-6351

# Table of Contents

## 01

What is Pay  
Ahead Power?

## 02

Eligibility

## 03

Managing  
Your Account

## 04

The Details

## 05

Disconnection  
Procedures

## 06

Frequently  
Asked  
Questions

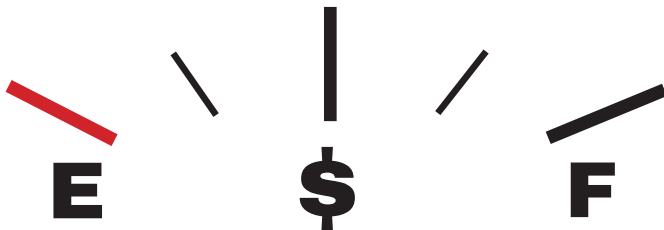
## 07

How to set up  
a SmartHub  
Account

# 01 What is Pay Ahead Power?

**PAY AHEAD POWER** gives you the flexibility to pay how much you want, when you want, as long as you maintain a balance on your account. Think of it as putting fuel in your vehicle. Your vehicle has a gauge that allows you to monitor when you need to fill up. You can choose to purchase small amounts every few days or fill up the tank and not worry about it for several weeks.

You have control over your payments based on your unique lifestyle.



## 02 Eligibility

**ONLY RESIDENTIAL** accounts are eligible for Pay Ahead Power.

**NEW OR EXISTING MEMBERS ARE ELIGIBLE.**

To begin , contact Lane-Scott Electric during normal business hours to complete a Pay Ahead Power service contract.

**A SMARTHUB ACCOUNT** is required for the program, so you will need internet access and a valid e-mail address. As a requirement for Pay Ahead Power, users will need to receive notifications by e-mail and/or text message.

**BEGINNING BALANCE:** Just like a vehicle, you must have gas in the tank before you can go anywhere. Lane-Scott requires a \$50 beginning balance at the time the service agreement is completed. After this, you pay in any increment you would like, by any payment method.

# 03 Managing Your Account

**MEMBER MANAGEMENT** is a key element of the Pay Ahead Program. You keep track of how much electricity you use and how much balance is in your account.

Through **SMARTHUB** you can see daily usage, how much money is left in your account, make payments, and customize how you want to receive low balance notifications.

Payments can be made through SmartHub, or any traditional means of payment.



Account Management  
**MADE SIMPLE** smart hub

**YOU CAN MANAGE YOUR ACCOUNT  
24-HRS A DAY, 7-DAYS A WEEK!**



**Learn More About  
SmartHub**

**YOU'RE NOW PAPERLESS!**

With Pay Ahead Power, you no longer receive a paper bill in the mail. Instead, you use SmartHub to check your balance.

## 04 The Details

**COSTS:** Pay Ahead Power accounts are assessed the same energy charges, taxes, franchise fees, and customer charges as a traditional residential account. The monthly charges are prorated to be assessed daily, even if there is no energy use.

- **SECURITY DEPOSIT = \$0**
- **LATE FEES = \$0**
- **BEGINNING BALANCE = \$50** (A minimum of \$50 is required to start the program.)
- **EXISTING MEMBERS:** If you have an existing deposit, it will be applied toward any outstanding balance with the remainder applied toward your Pay Ahead Power service.
- **INSUFFICIENT FUNDS (NSF):** An NSF will immediately cause your balance to be reduced by the amount of your check, plus a \$30 fee. If this results in a balance owed, you will be subject to immediate disconnection.

**BILLING:** Pay Ahead Power accounts do not receive paper billing statements or paper disconnect notices. You are required to monitor your usage and amount due in SmartHub.

**READINGS:** Meter readings are taken every 15 minutes through our AMI meters. Your SmartHub usage information is updated in correlation with the meters.

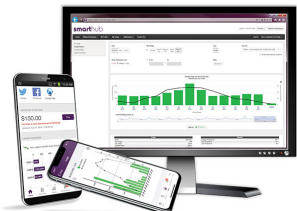
**NOTIFICATIONS:** You will receive low-balance email notification when your account reaches \$25 and a disconnection e-mail notice when it reaches \$0.

Emails are sent to the address the member sets in notification preferences in SmartHub. Text messages are available, but must be selected by the member in notifications. It is your responsibility to make updates to your contact information. Failure to receive a low or no balance notice will not avoid disconnection of power.

**PARTICIPATION:**

- Only residential accounts are eligible for Pay Ahead Power.
- To participate, a SmartHub account must be established at or before the time the Pay Ahead Power agreement is signed.
- Heat-pump residential accounts with 2 meters are not eligible.

**DISCLAIMER:** Lane-Scott Electric Cooperative, Inc. reserves the right to remove any member from the Pay Ahead Power Program at any time, without consent, and to modify or end this program at any time.



## 05 Disconnection Procedures

- An account will be subject to immediate disconnection if at anytime your account balance reaches \$0.
- If disconnected, you will need to recharge your account to have a positive balance of \$25 or more.
- Real-time payments can be made during normal M-F 8am-5pm business hours at the office, or by debit/credit card or e-check in amounts greater than \$5, 24-hours a day by paying through SmartHub, or by calling the automated phone payment system at 1-855-356-6351.
- Medical and/or health conditions of any person located at the service address, and/or inclement weather conditions or temperatures will not postpone disconnection of electric service.
- If an account is disconnected and does not become active after seven days, the account will be considered inactive and Lane-Scott Electric Cooperative, Inc. will mail a final bill to the last known address on file. Service terminated at the request of the member will receive a refund of any remaining credit on the account (if applicable).
- Pay Ahead Power is a self-managed program, so the Cold Weather Rule and any undeclared medical necessities do not apply.



## 06 FAQ'S

**WHAT DOES PAY AHEAD POWER COST?** All of the rates and fees associated with Pay Ahead Power are the same as the residential tariff. You avoid paying the security deposit and late or disconnection fees.

**HOW WILL MY SERVICE BE DIFFERENT?** There is no difference in the electricity you receive, only when you pay for it.

**WHEN DO I GET MY BILL?** You do not receive a monthly paper billing statement on Pay Ahead Power. Accounts are reconciled every 15 minutes, and you monitor your usage and amount due through SmartHub.

**HOW WILL I KNOW WHEN I NEED MORE ELECTRICITY?**

You may have heard the saying, “With great power comes great responsibility.” It’s nice to be the boss of your electricity budget, but that does mean you have to actively monitor your account to ensure you don’t run out of electricity. Luckily, SmartHub allows you to do that from anywhere at any time, and notifies you by email or text when you are getting low.

**WHAT IF I RECEIVE A PAYMENT FOR ENERGY**

**ASSISTANCE?** Payments such as LIEAP, or any other credit to your account will be applied once received by Lane-Scott Electric.

**WHAT IF I DON'T RECEIVE THE LOW BALANCE OR DISCONNECT NOTICE?**

Failure to receive the alert does not exempt you from being disconnected. You are advised to follow your balance closely in SmartHub and update your e-mail and phone number in SmartHub whenever it changes.

## 06 FAQ Continued

**I JUST ADDED MONEY! WHY DO I HAVE A NEGATIVE BALANCE?** SmartHub displays the account as a “credit” balance, which means that is how much electricity we owe you. You should notice as you use more, the negative number is smaller. If you ever see a positive balance, it means you owe money to the cooperative and are subject to disconnection.

**AM I PROTECTED BY THE COLD WEATHER RULE?** The cold weather rule is not available for Pay Ahead Power accounts.

**WILL I PAY A FEE IF I'M DISCONNECTED?** No. There are no late fees charged for Pay Ahead Power. However, you are required to recharge your account with a minimum of \$50 if disconnection occurs.

**SHOULD I CALL LANE-SCOTT IF I LOSE POWER?** Your first action should be to check your account to see if there is a balance. If it's less than -\$0.01, you can restore service by adding funds to your account. If there are still funds in your account, call Lane-Scott Electric anytime at 800-407-2217 or 620-397-5327 to report the outage.

**WHAT DO I DO IF I GET DISCONNECTED?** To restore service, you'll need to pay any outstanding balance plus enough to get your account to at least a \$25 balance. Service will then be restored automatically. If it takes more than 30 minutes, please call the office.

**HOW OFTEN DO I NEED TO PAY?** That is totally up to you, but you are required to maintain a credit balance.

## 06 FAQ Continued

### **DO I HAVE TO MAKE MY PAYMENTS ON SMARTHUB?**

No. You can pay your bill by any of our bill pay methods. If you need to pay after normal business hours or on holidays, in addition to SmartHub, you can pay through our 24-hour automated phone system at 1-855-356-6351.

**IS MY PERSONAL INFORMATION SECURE?** Your information is protected by the same technologies and data encryption used by banks, credit card companies, and cable providers. You can securely access your account to view your balance and make payments on-line.

**CAN I MAKE PAYMENT ARRANGEMENTS?** Payment arrangements are not allowed for Pay Ahead Power accounts. However, if you currently have a payment arrangement, please call our office and see what options are available to you.

**CAN I GO BACK TO A TRADITIONAL BILLING ACCOUNT?** Yes. You may be required to pay a deposit, depending on your credit.

**HOW DO I SIGN UP FOR SMARTHUB?** Follow the instructions on the next page.

If you have any other questions, please call us at 620-397-5327. We're happy to help!

# 07 How to Set Up a SmartHub Account

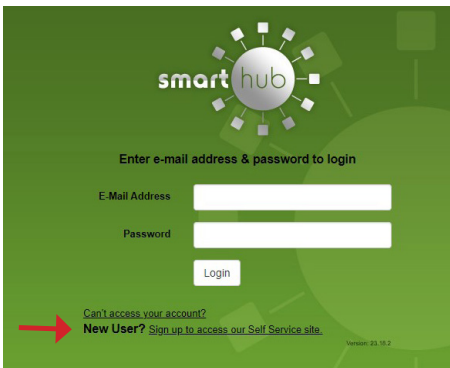
SmartHub is a secure web and mobile app that allows you to make payments, report service issues, check usage, manage notifications, and manage your account with your computer or mobile device.

Visit <https://lanescott.smarthub.coop> on your computer search for the SmartHub app on your mobile device.

For more information about SmartHub, go to:  
[www.lanescott.coop/smarthub](http://www.lanescott.coop/smarthub)

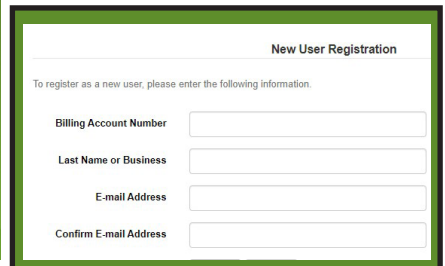


Click on the bottom line:  
[“Sign up to access our Self Service site.”](#)



The image shows the SmartHub login page. At the top is the SmartHub logo. Below it, the text reads "Enter e-mail address & password to login". There are two input fields: "E-Mail Address" and "Password". Below the "Password" field is a "Login" button. At the bottom left, there is a red arrow pointing to a link that says "Can't access your account? New User? Sign up to access our Self Service site." A small version number "Version: 23.10.2" is visible at the bottom right of the page.

You will then need to enter your billing account number (*provided on your Pay Ahead Power Service Agreement*), name, and e-mail address you want to use for SmartHub.



The image shows the "New User Registration" form. The title is "New User Registration". Below the title, it says "To register as a new user, please enter the following information." There are four input fields: "Billing Account Number", "Last Name or Business", "E-mail Address", and "Confirm E-mail Address".