BILLING OPTIONS

Paper Bill
Your bill arrives in the U.S. Mail around the first week of the month.

E-bill (Electronic bill)
Sign-up on our website, www.psrec.coop, with a valid e-mail address and select a password. Near the end of the month you will receive an e-mail notifying you that your bill is ready. You can login to the PSREC website at www.psrec.coop to view your current bill. You also have access to 13 months of payment and electric usage history. You can use any of our payment options at any time during the month to pay your bill. Online payment is not required.

PAYMENT OPTIONS

Electronic Funds Transfer (EFT)
Automatic payment comes directly from your checking account every month. Pre-authorize PSREC to automatically debit your checking account every month. Each month you can either receive a statement via U.S. Mail or view your bill electronically. You will receive a statement each month by U.S. Mail or e-mail reflecting the amount to be debited prior to transfer.

Credit and Debit Cards
(Visa, MasterCard, Discover or ATM cards with the Visa symbol). This will be charged to your credit card account, or come out of your checking account, depending on which type of card you are using. There are three options for credit and debit card payments.

1. Pay your bill online by using our secure website, https://psrec.smarthub.coop. Payment posts the next day.
2. Call our office, give your card number to a PSREC Customer Service Representative and amount to be paid. Posts the same day.
3. Pre-authorize PSREC to automatically charge your card every month. Each month you can either receive a statement via U.S. Mail or view your bill electronically.

Check
Write your account number on your check and put it in the U.S. Mail. Usually reaches our office in two to three business days, and is posted in an additional two to three business days.

Drop off at our office, or one of our pay stations:
Doyle Payless - Highway 395 & Rachel Drive (530) 827-2880. Must have payment stub. Payments posted within 2 business days.
Margie's Book Nook - 722 Main Street Susanville. (530) 257-2392. Must have payment stub. Payments posted within 2 business days.

Cash
Drop off at our office, or one of our pay stations listed above.

BUDGET BILLING
With Budget Billing, your bill will stay roughly the same every month year-round despite changes in the weather.
Your monthly Budget Billing plan is based on your past energy use and the price PSREC pays for energy. At the end of each year's Budget Billing plan, we balance your account. If you used more energy than you paid for, we'll add the amount to your bill. If you overpaid us, we'll credit your bill. To participate in our Budget Billing plan, your account must be active for a minimum of one year, and you must have a good credit rating with Plumas-Sierra REC. The Budget Billing enrollment period is June and July of each year.
To sign up for Budget Billing please call our office at 800-555-2207.

PSREC CONTACT INFORMATION

www.psrec.coop
800-555-2207
73233 State Route 70
Portola, CA 96122
Phone: 530-832-4261
Fax: 530-832-5761

Billing and Payment Options & How to Read Your Bill
READING YOUR BILL

It can be a challenge deciphering the various charges on an electric bill, especially if you have recently moved to a new home or have a new utility provider.

Plumas-Sierra Rural Electric Cooperative has designed this handout to make it easier for you, the member-owner.

To the right is a sample bill. Your account number will appear in the upper right-hand box, followed by a summary with your previous balance, any payments and the current balance due.

Messages from your cooperative can be found under the cooperative contact information.

Details of the charges, and a monthly usage graph follow below.

One of the first things to pay attention to is the number of days in a billing period. These can fluctuate, but are generally between 28 and 32 days per month.

The graph shows your monthly usage over the past 12 months, and indicates the usage from the same time last year.

If you divide your kilowatt-hour usage by the number of days in the billing period, you will get your average daily usage. If you divide your total service cost by the number of days in the billing period, you will get your average daily cost.

If you have signed up for automatic payments, your bill's payment stub will show: EFT - Do Not Pay, instead of the amount due.

EXPLANATION OF CHARGES:

Facilities Charge: A monthly fee charged to EVERY member to cover operation and maintenance of the system.

Kilowatt-hour (KWH) Charge: Total KWHs used multiplied by our current rate.

Public Benefits Charge: This fee is mandated, and used in developing energy programs that benefit all members.

If you have questions about your bill, please call PSREC at 832-4261 or 800-555-2207.