

## Frequently Asked Questions

### What is NISC?

NISC stands for National Information Systems Cooperative, an information technology cooperative that develops and supports software and hardware solutions for utility cooperatives and telecommunications companies across the nation. NISC is an industry leader providing advanced, integrated IT solutions for consumer and subscriber billing, accounting, engineering and operations, as well as many other leading-edge IT solutions. More than 700 energy and telecommunications companies utilize NISC's software. Their website is [www.nisc.coop](http://www.nisc.coop).

### What is iVUE?

iVUE is the name of NISC's enterprise software platform that PEC is implementing. PEC is launching the iVUE solution this fall. iVUE will replace several of PEC's current software solutions, including SAP.

### PEC implemented new software in 2012. Why is PEC changing software?

NISC's iVUE software solution will bring PEC significant software and operational cost savings over the long term, streamlined business services and additional member-focused features. Some of these features include a more robust online member portal, a 24/7 automated phone payment system for accepting payments, a mobile app to help members manage bills and electric use and a dynamic outage reporting system that allows members to receive critical information during an outage.

### Is PEC's bill design changing?

PEC will feature a new bill design on bills rendered after the iVUE transition. The new bill will communicate clearly all relevant information about your electricity use and costs, and our new bill design will incorporate member-friendly features that can help you better understand your energy use. The bill will feature a chart illustrating 13 months of kwh use plus a comparison of days billed, kwh used, cost and average temperature for the current billing and previous year. Additionally, the bill will clearly show your rate type.

You'll notice the new PEC bill includes much of the same information you're used to seeing each month, including:

- **Service Dates:** Defines the period of electric use your bill is based upon.
- **Previous Reading and Current Reading:** Shows meter-reading information for this billing period. Meters are read automatically on a daily basis.
- **Service Availability Charge:** A monthly fixed minimum charge for being connected to PEC's electric distribution system.
- **Delivery Charge (\$ per kwh use):** Accounts for that portion of the costs for delivering electric service recovered through kilowatt hours (kwh) consumed and billed.
- **Base Power Cost (\$ per kwh use):** This is the power supply cost at the time the rate was determined by the cost-of-service study.
- **Power Cost Adjustment (\$ per kwh use):** This represents fluctuations up or down to the actual cost of power determined by PEC's power suppliers on a monthly basis. Power cost adjustments

are automatically reflected in member bills on a monthly basis, requiring no additional Board action.

### **Will the new software affect my billing due date?**

Yes. PEC is reintroducing fixed due dates so your bill will be due on the same date each month. We're working to set fixed due dates as close as possible to members' current billing cycles to minimize significant changes. You will have the option to change your fixed due date at any time if your balance is zero.

In order to accommodate fixed due dates, PEC will also reintroduce holiday and weekend billing due dates.

### **Will my account number change?**

Yes. All PEC members will have a new 10-digit account number. You will soon be notified of your new account number(s). Keep an eye out for communications coming from PEC!

### **Can I still pay my PEC bill online?**

Yes! We'll soon debut a new online member portal, SmartHub, which allows you to quickly and securely pay your monthly bill. With SmartHub you can easily manage your monthly payments, set up Auto Pay by credit card or bank draft and save your preferred payment methods for future use.

On the go and need to make a payment? We're launching the SmartHub mobile app for Apple and Android device, too. You'll be able to pay your PEC bill with the swipe of a finger.

### **What is SmartHub?**

The online SmartHub member portal will replace the existing PEC Member Portal.

PEC is leveraging the latest technology to help members manage their accounts online or by smart phones and tablets with NISC's SmartHub solution. Members will be able to log in to SmartHub from a computer, Apple or Android device to quickly and easily pay their PEC bills, manage their accounts, view their energy use and communicate directly with the Co-op.

### **I'm currently registered for the online PEC Member Portal. Will I be registered for the SmartHub member portal?**

To help ease the transition, members currently registered online will be pre-registered for the SmartHub member portal. Members' email address on file will serve as their user name, and members will receive email notification of their temporary password before the SmartHub portal is activated. If you've used PEC's member portal before and need assistance logging into SmartHub, please call 1-888-554-4732.

### **Can I still call PEC to make a payment?**

Yes, you are always welcome to call 1-888-554-4732 to make a payment. With the new software, PEC will launch a secure and fully-automated payment gateway. Your payment information will be safe, and your payment will post to your account immediately.

You also can manage your account 24/7 through the new automated phone payment system, including finding your account balance and billing history, setting up Auto Pay for credit card or bank draft, updating contact information or even requesting a payment extension.

### **How will I report power outages?**

Maintaining reliable service is a top priority. Soon, you'll have two new ways to report power outages. All members will soon be able to report outages via the new SmartHub online member portal or through the SmartHub mobile app. You will still be able to report outages through our dedicated outage line at 1-888-883-3379, too.

### **I frequently use MyUse to track and monitor my energy usage. Will there be any changes to it?**

Yes. NISC's online energy-tracking tool is called My Usage, and My Usage will be accessible for all members by logging into the SmartHub web portal or mobile app. Through My Usage, you will be able to view 13 months worth of history, including high, low and average kwh use and temperatures. You can also check daily use, compare previous bills and set energy markers to flag and track events that may impact energy use (such as installing a new air conditioner or performing an energy audit).

My Usage is an excellent tool, and we're confident you'll benefit from this new feature. There are two key differences between PEC's MyUse and NISC's My Usage: My Usage information is not downloadable, and it does not include costs with usage reports (costs can be compared month-to-month using the bill comparison tool).

### **I'm a landlord. What changes can I expect?**

With the new software, PEC will hold landlord deposits and membership fees when a tenant moves in and landlord account status is inactive. We will no longer issue a refund on deposits or fees until the account is closed and a landlord no longer has landlord account status.

This process change helps PEC mitigate billing, deposit and account management issues while streamlining account maintenance for landlords.

### **Will payment plans change?**

No. PEC will still offer fixed and average payment plans. These plans will carry over into the new iVUE system, too.

On the new PEC bill, fixed and average payment plans will appear differently from what members are used to seeing.

**Invoice billing helps me manage my multiple accounts. Will invoice billing still be offered?**

Managing your multiple accounts will soon be even easier with improved invoice billing! The online bill paying process will be significantly streamlined for members utilizing this option. Rather than drilling down to each account to pay, you will be able to pay your full balance with a few clicks. If you call in to pay your bill, you'll be able to pay the full balance in one transaction, too.

Invoice bills will include a summary and a more traditional invoice page design, including an average of four account overviews per page.

**I've set up Auto Pay for my account(s) using a checking account. Do I need to take action?**

Your banking information and Auto Pay preference will be converted in the new software system. You don't need to take any action.

**I've set up Auto Pay for my account(s) using a credit card. Do I need to take action?**

Yes. For your protection, PEC does not store your credit card information, so this data cannot be converted in the new software system. When PEC transitions to the new iVUE software, you will need to re-register for Auto Pay with your credit card. There will be multiple ways to do this: You can set up Auto Pay through the secure automated phone payment system and through the SmartHub web portal or mobile app. Look for more details soon!

**I'm currently opted in to paperless billing. Will I begin receiving a bill?**

Yes. You will need to opt back in to paperless billing online via SmartHub or by calling 1-888-554-4732 and speaking with a Member Services Agent.

**Are there any new benefits for Key Accounts?**

PEC's Key Accounts will see many new benefits, including:

- The opportunity to streamline payments through improved invoice billing
- Simplified online account management via SmartHub
- Access to My Usage and the ability to monitor energy usage