

PAYMENT OPTIONS

DIGITAL & MOBILE TOOLS

- **SmartHub Online:** Login & pay 24/7 at berkeleyelectric.coop.
- **SmartHub App:** Download the free mobile app to view daily use, report outages, and see how weather affects your bill.
- **E-Billing:** Sign up with your account number & email to receive monthly statements via email.

FLEXIBLE BILLING PROGRAMS

- **Prepaid Billing:** Control your budget with no security deposits or late fees; pay when you want and how much you want. Usage and balances are calculated daily. Must maintain positive balance to ensure service.
- **Budget Billing - Fixed:** Pay a set amount 6 mos. in a row before recalculating. May require settle up charge based on actual use. Must pay exact amount and have zero balance to enroll.
- **Budget Billing - Levelized:** Based on rolling 12-mo. avg., amount due changes slightly each month but avoids large swings and reduces need for settle up charge. Must pay exact amount and have zero balance to enroll.

AUTOMATED & EXPRESS PAYMENTS

- **Auto-Draft:** Set up automatic payments from a bank account (checking/savings) or credit card via the SmartHub portal. Payments are drafted on or about your due date.
- **Phone Payments:** Call 1-855-938-3615 to pay using automated system. Please note - BEC representatives *do not* accept live payments over the phone.
- **Kiosks:** 24-hour kiosks are available in the drive-thru lanes at the Goose Creek, Moncks Corner & Johns Island offices. Additional kiosk available inside the St. Stephen IGA during normal business hours.

IN-PERSON PAYMENTS

- **District Office:** Members can pay in-person at any of the co-op's four district offices. Please note there is a \$20 minimum for office payments.
- **MoneyGram:** Pay your bill with cash at any MoneyGram location for an additional fee of \$1.50. Payments are received immediately. Locations include Walmart, Advance America, and CVS.
- **Vanilla Direct:** Offering cash bill-pay at participating retail stores. The bar code found on the back of your bill can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service.



MEMBER DISCOUNTS & HOME PROTECTION

- **Co-op Connections:** As a member, you receive a Co-op Connections card which entitles you to valuable discounts at local & national businesses, as well as up to 40% savings on prescription medications. Visit connections.coop for a list of participating businesses.
- **Water Heater Warranty:** Maintain your electric water heater with **H₂O Select**. Warranty costs \$8 per month and covers an existing electric water heater in your home (up to 50 gal), as well as parts and labor for the water heater, heating elements and thermostat. Covers complete replacement of leaking tank (plumbing/leaking pipes not covered.)
- **Surge Protection:** Protect your home and electronic equipment from electrical surges with Surge Guard. Meter base units lease for \$7.51 per month and include a warranty.

RENEWABLE ENERGY & REBATES

- **Solar Energy:** Earn credit for residential energy production on completed & inspected solar PV systems. Requires renewable energy rider. Free solar system evaluations available.
- **Smart Thermostat:** Purchase an ecobee thermostat for \$190 + tax; the cost is refunded as a bill credit once installed and connected to Wi-Fi. Earn an ongoing \$50 annual bill credit for participating in load control events.
- **Water Heater:** Get up to \$300 toward a new electric water heater with **H₂O Advantage**. Requires installation of load management switch and 50-gallon tank minimum.
- **Dual Fuel:** Receive up to a \$1,000 rebate for replacing a central gas furnace with a dual fuel heat pump that has gas backup. New system installations only. A \$500 rebate is available for members switching from a standard heat pump to a dual fuel system. Both rebates are limited to one per home.

ENERGY LOANS & FINANCING

- **HomeAdvantage:** A 5% APR loan combined with a professional energy audit on energy improvements up to \$20,000. ROI typically less than 6 years and payment can be added to electric bill.
- **Energy Advance:** Loans through Farmers & Merchants Bank of SC for individual projects like HVAC, windows, and weatherization.
- **EV Charger:** Finance up to \$10,000 for a Level 2 charger at your home with 5% APR and on-bill financing.

BERKELEY PROPANE

- **Full Service:** A wholly-owned subsidiary of Berkeley Electric, Berkeley Propane provides exceptional energy and service to customers across the Lowcountry. Offering gas logs, fireplaces and tank installations for residential and commercial customers.
- **Generators:** Bundle a Generac whole-home generator with professional site selection, sizing and installation.
- **Tankless Water Heaters:** Offering a complete line of Rinnai tankless water heaters that provide continuous hot water on an as-needed basis. Requires propane tank and gas line.

PROGRAMS & SERVICES