

ATTENTION: PREPAY AND AUTO PAY MEMBERS!



On August 28th, you will be required to register your account in our new SmartHub payment system!

PREPAY INFORMATION

If you are currently registered for PrePay in our system, please read and follow the instructions below.

August 23-28: PAYMENT SYSTEMS DOWN

If you are currently signed up for PrePay...

Beginning August 23, 2023 at 4:30 pm, we will not be able to take payments made by credit or debit card at the office or any remote location.

August 28th: SIGN-UP FOR PREPAY ALERTS

On August 28, 2023 we are switching to a new payment system and all PrePay users must re-sign up for account alerts.

Failure to sign up for alerts **WILL NOT** prevent disconnection if there is no credit on your PrePay account.

YOU MUST REGISTER to re-sign up for PrePay alerts, and to take advantage of all the new Smart-Hub features like usage details, account history, outage reporting, easily pay your bill and contact Member Services, all with your smartphone, tablet, or computer.

AUTO PAY INFORMATION

If you are currently registered for Auto Pay in our system with a credit card, please read and follow the instructions below.

August 23-28: PAYMENT SYSTEMS DOWN

If you are currently signed up for Auto Pay...

August 23 @ 4:30 pm - August 28 @ 7:30 am: Inter County Energy Payment Systems Down.

August 23 at 4:30 pm, we will not be able to take Inter County Energy payments made by credit or debit card at the office, any remote payment location, or through the online portal or mobile app.

August 28th: CHANGES COMING TO AUTO PAY

On August 28, 2023, we are switching to a new payment system and all Auto Pay users must re-sign up with your credit or debit cards. Accounts set up to pay by Bank Draft will not be affected by this change.

YOU MUST REGISTER to re-signup for Auto Pay with your credit or debit card, paperless billing and to take advantage of all the new Smart-Hub features.



Need Some Assistance?

If you have questions you may contact Member Services at (859) 236-4561 or 1-888-266-7322

Reminder: You cannot register until the August 28th launch date.



Web & Mobile Instructions

After we launch on August 28th we will have instructions on how to register your account, re-enroll in Auto Pay, and set up PrePay alerts on our SmartHub support page at: <https://www.intercountyenergy.net/smarthub>