

Billing and Payment



Billing options

Oregon Trail Electric Cooperative offers members a variety of billing options that are convenient, safe and secure. Below are several billing options that members may choose from.

Electronic Billing. Simplify your life and reduce the impact on the environment by choosing to receive your billing statement electronically. Enroll by contacting your local office or sign up through the cooperative's website, www.otec.coop.

Pre-Paid Metering. Take charge of your utility bill, by signing up for Pre-Paid Metering. A beginning balance of \$25 must be established to get you started. No deposit fees, no connect fees and no more paper billing statements. Your account is billed daily and you will receive alerts by text or email on billing charges, usage and your current account balance. Payments are accepted at any OTEC office, online at www.otec.coop, over the phone, at a payment station located in the La Grande and Baker City offices or through OTEC's mobile app or at a kiosk station.

Levelized Billing. With Oregon Trail Electric Cooperative's Levelized Billing program, you may guard against large fluctuations in your electric bill caused by changes in the weather. OTEC considers your past usage and future energy costs and creates a rolling average. Then we bill you for that amount monthly. Because a "rolling average" method is used, the amount due may vary slightly from month to month, but the program is designed so that the variance will be minimal.

Budget Billing. This allows members to pay equalized monthly payments that avoid large swings in their electric bill and are easier to add to a household budget. The Budget Billing program bills a "fixed" amount each month with a "settle up" month once a year. The amount is determined by looking at the previous year's electricity usage at the service location and creating an average amount. Please contact your local district office for full details.

Payment and Service Options

Auto Draft. There are a couple of ways to sign up for this payment option. The first is to sign up through our website, www.otec.coop, for auto pay by e-check or credit/debit card. The second way to sign up is to bring a voided check into your local OTEC office and sign the auto pay authorization form. The third method is to sign up through the OTEC mobile app, "My OTEC."

Credit/Debit Cards. We accept these as a form of payment over the phone through the automated business center, on our website, www.otec.coop, at a payment kiosk or through our mobile app "My OTEC."

Payment Kiosks. Are at the following locations in each district:

- **Baker Truck Corral, 515 Campbell St., Baker City**
- **Shell Leathers Enterprises, 652 North Highway 20, Hines**
- **Chester's Thriftway, 631 West Main St., John Day**
- **Short Stop Food Mart, 1709 Gekeler Lane, La Grande**

Office Payment Stations. Remote payment stations are available in the lobbies of the La Grande and Baker City offices to serve you. They also will take a credit/debit card.

Paying Online. To pay online, go to www.otec.coop and visit "My Account". Click "Payments" then "Pay My Bill." You can use a credit/debit card or an e-check.

Mobile App. Download the app onto your smartphone by searching "My OTEC" on the Google Play Store or the Apple Store. From the app, you can check account info, billing and usage history, payment history or make a payment. You may also report an outage once logged in.

IVR. When you call OTEC, you can enter your account number or phone number to access OTEC's interactive voice response system. The IVR system allows you to make a payment, receive account information, make a payment arrangement or speak to a member service representative.

Transferring and disconnecting service. Members may transfer service from one location to another inside the service area without an additional deposit provided the previous service has a good credit history.

Terminate service. Notify the cooperative in advance of your desired disconnect date. Disconnections are completed during regular working hours. Refunds of deposits are processed after the final bill amount is deducted. It is important to provide a forwarding address to send any potential refunds and to stay current on any capital credit allocations.

Non-payment. Payments are due within 20 days following the billing date. After 20 days, a bill is considered past due. A disconnect notice is sent as a reminder of an unpaid balance. There is a 1.5 percent late charge added to the unpaid amount.

Disconnection. If service is disconnected because of a past due bill, the bill and a reconnection fee is required to be paid to restore service. Service may be restored during regular hours. An additional after-hours reconnect fee may apply if service is restored beyond business hours. Prepaid accounts automatically reconnect when sufficient payment is received on the account.