



Carroll Electric Cooperative Corporation

Reliable | Affordable | Local

myAccount

Through Carroll Electric's myAccount customer portal, there are many useful tools to manage your account. You can make a payment, view usage and payment history, report an outage, map a route to our office, and a lot more.

Receiving Alerts is an easy way to stay on target with on-time payments and daily usage. Setting up an alert is easy, too. You can choose text alerts or send a message to your email account for the following:

Due Date Reminder

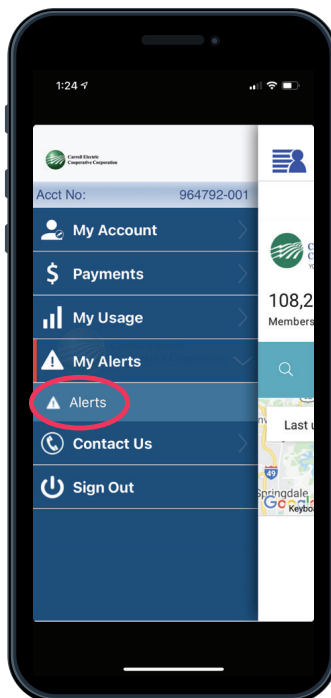
Set the number of days (from 1-10) before the bill is due to remind yourself to make a payment.

Past Due Date Reminder

Just in case you forgot to make that payment, this will remind you the bill is now past due.

High Usage Alert

Notification if daily usage exceeds a designated kWh. This alert is useful in detecting appliance malfunction or increased energy usage.



Returned Check Alert

Receive notification when your bank returns payment for insufficient funds. Quick action will avoid a possible disconnection of service.

Payment Confirmation

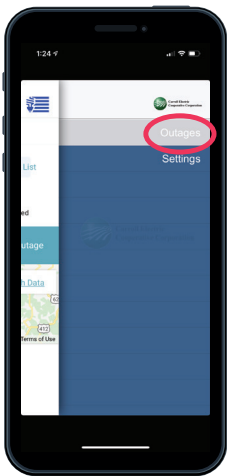
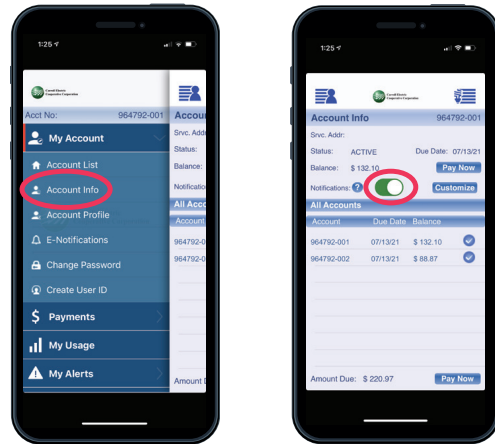
Lets you know when your payment is being processed.

Energy Usage Alert

Receive a daily message advising of the previous day's kilowatt-hour (kWh) usage for the account and the approximate cost of energy consumed.

Alerts can be set up through the myAccount mobile app or desktop version at carrollecc.com. Usage alerts, however, can only be enabled from the desktop version.

To begin receiving alerts, enable "Notifications" from your Account Information screen. When enrolling to receive text alerts, a confirmation text will be sent to your mobile device and you must "opt in" to begin this service.

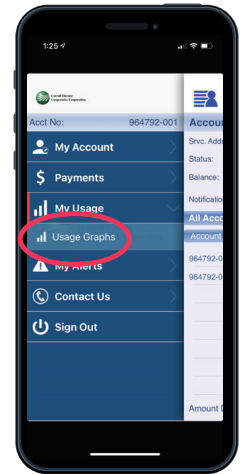


Outage reporting is simple. Once you select the account without power, choose the menu icon in the top right corner of the screen, then select "Outages." Choose "Report Outage" and enter your account number or phone number, then submit.

You will be asked a few questions concerning the outage. You will also have the option to receive notification when your service is restored. Click "Submit Report" and your outage report is complete.

Usage Graphs offer a visual chart of your electric account's history of kWh used.

With these, it's easy to see when the hot or cold days occurred, when your company arrived/left, when the kids were out of school, or when the pool heater kicks in. If you're looking at the graph throughout the month and receiving daily usage alerts, the amount of the monthly bill should not come as a surprise. Add the average temperature and high temperature trend line options for an overall usage management tool.



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myAccount is designed to be a useful tool for Carroll Electric members to have more control over their electric usage, account information, and payment options. Take a few minutes to set up your ID and password and begin enjoying the information available.

If you need assistance setting up your account or have questions about the features of myAccount, please contact Customer Service at 800-432-9720.