



INSIDE PASSAGE ELECTRIC COOPERATIVE

Frequently Asked Questions

What are your hours?

The Juneau office is open Monday through Thursday: 8 am to 12 noon and 1 pm to 4:30 pm; and Friday: 8 am to 12 noon and 1 pm to 3:30 pm.

Why do my calls always go to voicemail?

We have a small staff at the Juneau office--only 8 full time employees. There is only one person working in billing. Calls go to voicemail if we are on other phone calls or away from the desk. Caller ID often does not work, so unless you leave a message with a phone number we are not able to call you back. Please speak slowly and clearly when leaving a message to insure we are able to call you back.

How do I access my account information on the IPEC website?

Our website is: www.insidepassageelectric.org. You can access our **SmartHub** site by clicking on the **Pay Bill** link at the top of the left column, or access it directly at <https://insidepassageelectric.smarthub.coop>. To log in the first time, you will need your account number and social security number, or you can call the Juneau office and we can send you a link to set up your password. You can use SmartHub to pay your bill, view your usage, update payment information, change your mailing address, and view billing or payment history. We are able to accept online payment directly from your checking or savings accounts, as well as using VISA or MasterCard. You can access forms to set up new service, update your account information or disconnect service by clicking the Documents link on the left side of the IPEC web page.

How can I get my bills by email?

When you sign up for our SmartHub site, you will receive an email notice of your bill and any past due or delinquent notices. You will still receive a hard copy in the mail as well, unless you choose to turn off printed bills. You can change your bill print options in SmartHub by clicking the down arrow next to Settings then choosing the Paperless Billing option. You can also call our office for assistance.

Can I set my account up to automatically bill my credit card?

Yes, auto pay is available using a credit or debit card, or from a bank account. We accept Visa and MasterCard, as long as it is a personal card. We are unable to automatically bill company cards, but we can still take your payment over the phone. You can set up autopay on SmartHub, or call the Juneau office for assistance.

What is budget billing?

Budget billing is a payment option that allows you to pay the same amount every month. This amount is based on the average of the past 12 months. One month each year will be designated as your "catch-up" month; that month your bill will be higher or lower, depending on how your usage compares with the prior year. Budget billing should to be set up during the spring or summer months in order to reduce those high winter bills, and your account must be current in order to set up Budget Billing. Please call the Juneau office for more information, or to sign up.

I am tax exempt. Why am I still being charged sales tax?

If you are tax exempt, you must notify the billing office when you become eligible for a tax exemption, or when you set up new service. Once you notify us, you will no longer be taxed beginning with the next billing cycle. If you feel you have paid sales tax in error you will need to contact your city tax office for a refund.

I mailed in my payment, why did I still get a 3-day notice?

If you receive a 3-day notice for disconnect, it is very important that you contact our office, even if you have already sent in payment. We may receive your payment by the deadline, but sometime payments are delayed in the mail, or occasionally even lost. If you call and let us know that a payment is on the way, we can note that on your account and remove you from the disconnect list. We are also willing to set up payment arrangements in order to avoid a disconnection, however, this must be done **prior to the day of disconnection**. If you make a payment arrangement with us, it is very important that you keep that arrangement, or call us. If you have a history of broken payment arrangements, we will not be able to make future payment arrangements with you.

How often are electrical rates changed for IPEC?

Possibly twice a year when we submit a Simplified Rate Filing, "SRF" to the Regulatory Commission of Alaska, "RCA". One filing would be January to December of one year and the next filing would be from July to June; it's always a twelve months' worth of data. Due dates are March of following year for January to December filing and September for July to June filing. IPEC is non-regulated, however, we still do filings as if we are still regulated.

Who approves are electrical rates? IPEC's board of directors approve the electrical rates, after we do an SRF, which shows if we should increase or decrease our rates.

What is Power Cost Equalization, "PCE"?

PCE is an energy subsidy given to rural residents and communities. Both individual residents (one per household) and communities are eligible for the program. Individuals receive PCE credit up to the first 750 kilowatt hours consumed each month and community facilities - defined by the Alaska Energy Authority, "AEA", as facilities that operate not for profit but for the benefit of the general public - receive 70 kilowatt hours per month per resident. Community facilities include water and sewer plants and charitable educational facilities.

Where does the community population come from?

Your community population is based on the latest population data from DCCED. This changes once a year on July 1st and is calculated by taking the population for your community and multiplying it by 70 to come up with the maximum PCE allowed each month for community facilities.

Who determines if you qualify for community facility rate?

Alaska Energy Authority, "AEA" is the only one that can determine if an account can be put on a community facility rate. To see if you would qualify you can contact the PCE program directly at 907-771-3929 and ask for the paperwork for a community facility account. Once IPEC receives an approval from PCE, IPEC will change your electrical rate to a community facility.

How often does the PCE rate & COPA rate change?

These change quarterly, January, April, July & October of each year. IPEC submits quarterly filings and the RCA approves the PCE rate during this process. The COPA rate doesn't need to be approved by the RCA, however, IPEC submits all invoices of fuel during the filing and the RCA reviews.

How does the PCE credit show on a residential customer's bill?

This is done automatically during the billing process, it looks at your usage and if below 750 kWh, it will take your actual usage and multiply by the approved PCE rate and will give you a credit. If your usage is over 750 kWh you will get a credit for 750 kWh and multiply by the approved PCE rate.

How does the PCE credit show on a community facility customer's bill?

This is done automatically during the billing process, our Billing Officer checks to make sure the community facilities usage didn't go over the maximum limit for each community. If the community goes over the limit, we have to charge back so the maximum kWh isn't over the limit. How does IPEC get reimbursed for the credits given on the customer's bill? IPEC submits a billing to the PCE program for each community each month. IPEC gives credit immediately on each customer's bill and then we submit a bill to AEA.

How often does IPEC bill out to customers?

We read meters once a month; middle of the month to middle of the next month. For example, March 14 to April 15 would be considered our April billing cycle.

What's the difference between your customer number and account number?

If the number on your bill is 3900-001, your customer number would be the first 4 numbers and your account number would include your customer number and 001, 002, 003 and so on, depending on how many accounts you have IPEC.

Do I have to pay a deposit when I sign up for service?

Yes, if you don't have a credit history with IPEC, we request that you get a letter of credit from another utility, as we might be able to waive the deposit for you. If you don't have a letter of credit, then we are required a two-month average bill for that location on file with us. So, if an average bill for your location is \$150 then we would require a \$300 deposit.

Do you have a heat pump at your residence?

There's an application that needs to be filled out, in advance, and approved before you could receive our heat pump rate. How does the heat pump rate work? If your consumption was 1,000 for this month you would see two-line items on your monthly statement called "Energy Charge"; first line is full rate, \$0.5107 up to 750 kWh or \$383.02 and second line would rate would drop to \$0.08/kWh, 250 kWh x \$0.08 or \$20.00. You would get billed 1,000 kWh x fuel surcharge rate and PCE maximum is 750 kWh per month per customer.

What if I get disconnected for non-payment?

Once a customer has been disconnected for non-payment, you will need to pay for all of your electrical consumption to the date of disconnect, plus a \$70 reconnect fee and depending if you have a deposit on file, you might need additional deposit.

What does Cooperative mean?

A cooperative is a business owned and controlled by its customers. It's a way for people to pool resources and work together for a common purpose, like offering goods or services at lower costs or sharing benefits.

Does IPEC get audited by CPA firm?

Yes, we get a yearly audit done, generally in February.

What happens if IPEC receives grant funding in excess of \$750,000 in any given calendar year?

We have to get what's called a "single-audit"; in addition to our regular audit. Auditors have to review ALL expenses, which includes reviewing every invoice being billed to that grant and auditors have to report back to the Grantee a copy of the "single-audit".

How much grant funding has IPEC received since 2004 to 2024?

We have received over \$36,000,000; which customers don't have to pay back and isn't included on IPEC balance sheet for fixed assets.

For further information about any of these questions, or any other questions, please contact the Juneau office at 800-478-3198 or 907-364-3040 for billing. You can email the Billing Officer, Rosa Rice, at rrice@insidepassageelectric.org