

# Frequently Asked Questions on First Electric App

**Q. What if I don't have an e-mail address?**

A. The First Electric app payment system requires an e-mail address for proper identification and processing. If you don't have an e-mail address, consider choosing a free e-mail service.

**Q. Which web browser can I use?**

A. Any web browser of your choosing will work. Examples include Microsoft Edge, Netscape, Mozilla, etc.

**Q. Is there a charge for using the First Electric app?**

A. No. The First Electric app service is free.

**Q. My email address has changed since I first registered for the First Electric app. What do I do?**

A. Log into the First Electric app with your old address and click for more settings, then change sign in email.

**Q. I've lost my password. How do I retrieve it?**

A. From the First Electric app login page, click "Can't access your account?" Enter your account number, name and e-mail address, and your password will be sent to your e-mail address.

**Q. What brand of credit cards do you accept?**

A. First Electric Cooperative accepts American Express, Visa, MasterCard and Discover credit and debit cards or electronic checks for app payments.

**Q. When can I pay my electric bill using the First Electric app?**

A. The First Electric app payment site is available 24 hours a day. You may schedule payments to be paid on the date you choose. You also may make multiple payments during the month to your account.

**Q. When will my payment get posted to my account?**

A. Most payments are posted immediately to your account. Occasional delays may occur due to maintenance.

**Q. May I set up my account for recurring payments on the First Electric app?**

A. Yes. Under the Bill and Pay tab, click on the Auto Pay Program link and then choose to add payment method. Complete all of the required fields to enroll in recurring Check or Credit Card draft.

**Q. Is my online electric bill, account information and payment information confidential?**

A. Yes. The First Electric app website is a secured website.

**Q. If I enroll in the First Electric app, will I still receive a paper copy of my bill?**

A. Yes. Unless you choose to enroll in First Electric's Paperless Billing program or Prepaid Billing program you will continue to receive a paper bill each month.

**Q. If I enroll in the First Electric app, do I have to pay by the app every month?**

A. No. You still can pay your bill through other available options. Payments may be brought to any of our five offices or mailed using the envelope included with your bill. You also can pay your bill by telephone with a Visa, MasterCard or Discover debit or credit card or electronic check.

**Q. Can I register with more than one ID to view and/or pay on my account?**

A. Yes, you can add additional users on the web browser. They can then register your account with their own sign-in rather than sharing your information.

**Q. If I received a "Shut off Notice," can I pay my bill with the First Electric app on my last day to pay?**

A. Yes. If the payment is received at or before 5 p.m. Monday through Friday. Any payments made after this time may cause your service to be disconnected and your account to be charged applicable fees.

**Q. When does my bill appear online each month?**

A. This depends on your billing cycle, which will remain the same as it is now. Once you register for the First Electric app, you can choose to receive email and or text each month when your current bill is available to view and pay.

**Q. Who do I contact for technical difficulties when using the First Electric app?**

A. During business hours, 8 a.m. to 5 p.m., Monday through Friday, contact any member service specialist at 800-489-7405. You may also e-mail your question to [ebillsupport@firstelectric.coop](mailto:ebillsupport@firstelectric.coop). We currently do not offer after-hours support.