

# Frequently asked questions about our electric service



## **What determines whether my property is served using overhead lines or underground lines?**

We typically use underground lines on new services. Converting overhead service to underground on existing services may be possible. Call the co-op office at 715-796-7000 for a cost estimate on this type of service change.

## **When does inspection occur on new services?**

An inspection of your property's electric system must occur before we will hook up your service. Your builder or electrician will probably contact the inspector and schedule the inspection. The inspector must complete and submit the Electrical Inspection Certificate, which can be found in the new services section of our website in a printable form.

## **What does the co-op require for grounding?**

We require two ground rods for new service locations.

## **How are new service charges calculated?**

St. Croix Electric Cooperative is a not-for-profit organization. We strive to be as accurate as possible when forecasting actual costs for service so we are able to cover expenses. Since we serve rural areas, we have fewer customers per mile of line than urban or town utilities, so the overall cost of our operations must be distributed among fewer accounts. Distributing the cost among fewer accounts means each account pays a bit more than it would in a non-rural area. As a cooperative business, we charge what we need in order to conduct business. Any funds remaining after expenses are paid are returned to members in the form of capital credits.

## **When do I pay for service?**

You will need to pay a \$5 membership fee and a \$250 new service fee (if applicable) when you submit your membership application. Payments on your monthly billing statements are due upon receipt (net 15 days). At the discretion of the cooperative, delinquent accounts may be subject to disconnection. There is a charge to re-connect service. The cooperative accepts payments in cash, check, or credit cards. An after hours drop box is located on the east side of the co-op parking lot in Hammond. Credit card payments are accepted over the phone by calling the co-op office at 715-796-7000.

## **More questions? Contact us by:**

Phone at 715-796-7000.

Toll free phone at 800-924-3407.

E-mail at [scec@scecn.net](mailto:scec@scecn.net).

Mail to St. Croix Electric Co-op, 1925 Ridgeway Street, Hammond WI 54015.