



PREPAY METERING

Take Charge of Your Energy Costs

What is Prepay metering?

Prepay metering is a plan for residential members that allows you to pay when you want, in the amounts you want. Prepay members never pay a late charge!

Is Prepay metering the right choice for me?

Would it be easier for you to make daily, weekly or bi-weekly payments for your energy use rather than one large payment each month? If so, then this may be the option for you. You choose how much and when you want to pay – \$5 a day, \$40 a week – the choice is yours!

Take charge of your energy costs.

Our Prepay program allows you to pay for electricity on your own schedule. This easy, pay-as-you-go plan gives you greater control over your budget, because you decide how much to pay and when you would like to make a payment. Keep in mind that meter readings shown are two days behind the calendar date because of the time required for readings to be transmitted over our power lines. Visit www.coastepa.com for more information.

Benefits:

- No deposits, late fees or large energy bills
- Make smaller payments throughout the month

You can customize your own payment schedule, buy electricity when it's convenient and monitor your consumption on your computer or smart phone!

What if my Prepay balance runs low?

You can receive a low balance notice when your account reaches a predetermined balance that you choose. The notification can be received by email, text or both. This allows you time to add money to your account before service is disconnected. Service may be disconnected two days after your balance falls below a \$25 credit (this is your grace period). It is important to update any changes to your phone number or email address on your Coast Electric account to ensure you are receiving all alerts and messages about your balance.

Adding money to your account is quick and easy, even on weekends and holidays. Once a payment is made, your power will be reconnected.

What happens if my balance drops below the minimum credit?

If the credit on your account falls below the \$25 minimum, we will attempt to send you notifications, and you will have two days to bring your balance above \$25. If, after two days, the balance is not above \$25, service will be disconnected. A \$10 disconnect fee will apply, and you will have to bring the balance up to at least a \$50 credit for service to be reconnected.

We will attempt to send you these text/email/phone call notifications before your meter is disconnected:

- Daily balance and use alert – informing you of your daily use and remaining balance (text, email, voice)
- Low balance alert – warning that your account is getting low and could be interrupted (text, email, voice)
- Service disconnected alert – informing you that your service has been disconnected (text, email, voice)
- Service reconnected alert – informing you that your service has been reconnected (text, email, voice)
- Payment confirmation alert – notifying you that a payment has been applied to your account (text, email, voice)

Fees associated with a Prepay versus Standard/Time of Use account

Prepay Account	Standard/Time of Use Account
Membership fee (new account) \$5	Membership fee \$5
Service fee \$35	Service fee \$35
Deposit \$0 *No deposit required but must begin with a \$50 Prepay credit balance	Deposit \$300
Disconnect fee \$10	Reconnect fee \$35
Collection fee \$0	Disconnect/Collection fee \$35
Late fee \$0	Late fee \$6.50
Reconnect fee (regardless of days or times) \$0	Overtime reconnect fee \$50 (after 4:00 p.m. or on weekends)

*It is \$90 to start a new Prepay account and \$340 to start a new Standard/Time of Use account.

How do I add money to my Prepay account?

- Visit any Coast Electric office between 8 a.m. and 5 p.m. Monday through Friday
- Use our automated phone system 24 hours a day at 877-7MY-CEPA
- Log into your account at www.coastepa.com
- Sign into our mobile app, CE On The Go, using your smart phone
- Pay 24/7 at kiosks located at all offices

I have a street/yard light and/or Surge HELP account that is billed every month. Can I still have these services if I am on Prepay?

Yes. Please ask a member service representative for more information.

HOW DO I ENROLL?

Sign up with a member service representative at any time. **A cell phone or email address is required so we can send you account balances and alerts.** The minimum set-up is a \$50 credit, \$35 service fee and \$5 membership fee.



This institution is an equal opportunity provider and employer.



A Touchstone Energy® Cooperative 

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