



## **Prepaid Service Agreement**

- As a prepaid member, the normal security deposit is not required, and you are not subject to normal collection or delinquent fees and practices.
- **EXISTING MEMBERS:** When your account is converted to prepaid, your existing deposit (if applicable) is applied toward any outstanding balance owed with the remaining credit (if applicable) applied to your prepaid service.
- The prepaid program provides the opportunity for you to view your daily use, receive notifications and make smaller payments as often as you would like or as your budget allows.
- If your account balance falls below the minimum threshold of \$25, you will be notified that the low balance threshold has been reached. Once the account has reached \$0, the account is subject to disconnect.
- If disconnected, all applicable fees and charges will have to be paid and a \$50 minimum credit is needed on the account to be reconnected.
- You may retrieve your current balance or make payments by contacting our office between the hours of 8 a.m. to 5 p.m., using our automated phone system 24 hours a day, visiting [www.coastelectric.coop](http://www.coastelectric.coop) or by using our CE on the Go mobile app.
- Prepaid accounts are not eligible for extensions or payment arrangements.
- Daily prepaid account history will be available at [www.coastelectric.coop](http://www.coastelectric.coop) or our CE on the Go mobile app. The website and mobile app also allows you to modify your notification settings. You are responsible for managing and updating the notification settings on your prepaid account. Your contact information must be current to receive notifications, or your electric service may be disconnected without proper notice.
- You agree to accept text, voice or email notifications and are responsible for any text and email charges that may apply. You also agree to receive your monthly billing statement electronically.
- If an account is disconnected and does not become active after seven days, the account will be considered inactive and Coast Electric will mail a final bill to the last known address on file.
- You may convert the prepaid account to standard billing at any time. Coast Electric will require payment of the deposit and any unpaid amount in the debt recovery as a condition of continued service.
- If service is terminated at the request of the member, a refund will be issued for any remaining credit on the account.