



CAPE HATTERAS ELECTRIC COOPERATIVE
P.O. Box 9
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A Touchstone Energy® Cooperative 

Prepay Program Service Agreement

Connect fees and security deposits are not required for prepay members. There will be a \$50.00 prepayment required for initial service that will be applied as a credit toward future energy use.

If there is an existing deposit on the account it will be applied toward any outstanding balance with the remaining credit applied to the prepay service.

If transferring from a traditional account with an existing balance to a prepay account, at least 25% of the total balance must be paid at the time the prepay account is set up. Once the prepay account is established, 25% of any future payments will be applied to the debt management balance and 75% will be applied to the prepay account.

No monthly billing statements will be mailed. Payments, usage, charges & prepay balances will be available via our website at www.chec.coop or members can contact our office during normal business hours Monday – Friday 8:00am to 5:00pm. Low balance alerts & notifications are available via email or text message. It is the members' responsibility to know and maintain a credit balance at all times to avoid disconnection. Members are required to pay the monthly facilities charge that will be prorated and billed daily.

Electric service will be subject to immediate disconnection any time the account does not have a credit balance. There will not be a disconnect notice prior to disconnection of service or any payment arrangements. Payments can be made in any amount; however, if the service is disconnected due to a credit deficit, a payment of the outstanding balance plus a minimum prepayment of \$25.00 must be paid before service will be restored. If the prepay service is not activated after 10 days then this account will be terminated and treated as a traditional account. All reconnect and reoccurring fees will apply. The monthly facilities charge and

underground service maintenance fee will be collected for each month the service was disconnected for reconnections by the same member at the same location.

In the event of a returned check or echeck, the payment will immediately be charged back to the account with an additional returned fee of \$30.00. If this causes a credit deficit, service will be disconnected immediately.

If at any time the member's account is converted to a traditional account the cooperative may require full payment of a security deposit based on CHEC's current policy and risk assessment.

I certify that I have read the prepay service agreement and agree with these rules as well as the service rules and regulations. I am requesting to establish prepay electric service from Cape Hatteras Electric.

Signature: _____ Date: _____

CHEC Representative: _____ Date: _____

Service Address: _____ Account No. _____

Online Acct. Number & Password _____