



CAPE HATTERAS ELECTRIC COOPERATIVE  
P.O. Box 9  
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BUXTON, NORTH CAROLINA 27920-0009  
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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](http://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 3 days then this account will be terminated and treated as a traditional account. All reconnect and reoccurring fees will apply. The monthly facilities charge 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 \_\_\_\_\_

Mobile Number: \_\_\_\_\_ Provider Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Alert Description:	Text Message	Email
<b>Account Profile Change</b> Alert the member when the profile is updated.	_____	_____
<b>Returned Check Alert</b> Alert the member when a check is returned / rejected.	_____	_____
<b>Payment Confirmation</b> Remind the member when the bill is paid.	_____	_____
<b>Service Connected</b> Alert the member when the service has been reconnected.	_____	_____
<b>Service Disconnected</b> Alert the member when the service has been disconnected.	_____	_____
<b>Service Reconnected</b> Alert the member when the service has been reconnected.	_____	_____
<b>Low Balance Threshold Reached</b> Alert the member when the PPM balance reaches _____.	_____	_____
<b>Balance &amp; Usage Alert</b> Alert the member each day with the PPM balance and usage.	_____	_____
<b>High Usage Alert</b> Alert the member when PPM usage reaches _____.	_____	_____
<b>Pending Auto Disconnect Alert</b> Alert the member when the service is to be disconnected.	_____	_____

I agree to receive the above text and/or emails from Cape Hatteras Electric Cooperative for the Prepay Service Program.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date