

CCEC PrePay

1. What is PrePay?

Instead of receiving a traditional bill each month, the CCEC PrePay program allows you to pay for electricity before you use it. You monitor your electric use and pay **before** you use electricity, instead of being billed once a month **after** you have used electricity. You have the flexibility to pay when you want, how you want, and in the amount you want, as long as credit balance is maintained on your account. With PrePay, you never pay a deposit or late fees.

2. Is PrePay the right choice for me?

PrePay works well for members who prefer to make payments weekly or biweekly rather than paying for the entire month at once. Statistics also indicate that members who use prepaid electric programs tend to reduce their electric use because they are more aware of how they are using electricity.

3. How does PrePay work?

CCEC gets daily readings from your electric meter and calculates a daily bill. You make prepayments to your electric account, and as you consume electricity, the used amount is deducted from the credit balance on your account. When your account reaches the “low balance” threshold, we notify you via text message, email or both.

4. How do I make Payments?

- **Online:** You can make payments with debit card, credit card and bank ACH payments through PowerPay 24 (<https://carteretcraven.coop>)
- **In-person:** Visit our offices at 1300 Highway 24, Newport, NC 28570 or 350 McCotter Boulevard, Havelock, NC, 28532.
- **By phone:** Call 1-800-682.2217 or 252-247-3107.

5. If I already have an account, can I switch to PrePay?

Yes. Use your existing deposit toward the purchase of prepaid electricity.

6. How much does the PrePay program cost?

In addition to the minimum \$50 credit balance needed to activate your account. If you are a new CCEC member, you must also pay a \$15 connect fee.

7. What if my PrePay account runs low?

When your account reaches the low balance threshold set by you, we will notify you via email or text message. When you are notified of a low balance, simply recharge your account using one of our payment options.

8. How much money should I keep in my account?

It's entirely up to you; PrePay is designed to fit your individual budget.

9. Will I still be required to pay a deposit?

No. PrePay subscribers don't pay deposits. The money you pay into your pre-paid account goes strictly to buying electricity.

10. Will I still receive a monthly statement?

No. You can easily manage your account online or receive daily email and/or text notifications about your use through PowerPay 24.

11. What do I do if my electricity is disconnected?

If funds in your account run out, your electrical service will be automatically disconnected. You will be notified by text or e-mail (your choice) that service has been cut off. You can purchase more power online or by phone any time of day, 7 days a week, or at one of our offices during regular weekday business hours. Your power will be restored typically within 30 minutes, and you won't be charged a reconnection fee.