

NEW Coastal Electric Cooperative mobile app and web portal coming Feb. 3



Feb. 3: Coastal Electric Cooperative mobile app and web portal are live!

On Feb. 3, we will launch our new Coastal Electric Cooperative mobile app and web portal. This new system has features to help you save time and money. It's going to make managing

your account easier than ever!

During this transition, no payments can be made by debit card or credit card on the website after 6 p.m. on Jan. 28. Cash and check payments can still be made in

our lobby, or checks can be mailed or left in our night drop box. Because of this transition, late charges will be waived during this time.

See the **Success checklist** on page 18B to find out how to prepare for the new system.

Your life is busy, and managing your account can feel complicated. With our new Coastal Electric Cooperative mobile app and web portal, it won't be. Save time and money by managing your account at anytime, from anywhere. Here are some ways it will put you in control of your account:

How can the mobile app and web portal help you control your account?

Our Coastal Electric Cooperative mobile app and web portal will keep you informed and show you where to save time and money on your bills.

Billing and payments

No more waiting for your bill to arrive in the mail. Access your bill anytime, from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

Alerts and notifications

Stay informed on important account events via email or text messages. Receive the

information you need to make the right decisions about your account.

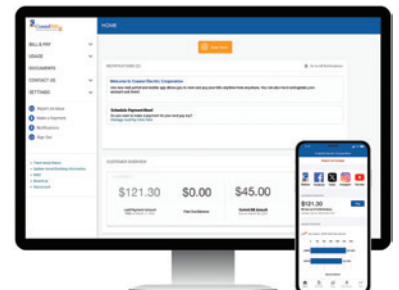
Paperless billing

What if you could save time and a tree at the same time? Activate paperless billing, an eco-friendly way to instantly access your bill.

Use monitoring

Worrying about use or surprising bill amounts can be stressful. With access to this information, you can be in control and make decisions that can help reduce your bill.

The mobile app and web portal give you complete control over your account by giving you the tools that deliver the right information at the right time, so you can make the right decisions about your account.



(912) 884-3311 • (800) 421-2343

Success checklist

The new Coastal Electric Cooperative app and web portal will help you save time and money by managing your account at anytime, from anywhere. Below is a checklist to help put you in control of your account from Day 1.

To register on Feb. 3, you will need an email address and your account number. You can find your account number on your bill, or you can call our customer service team at (800) 421-2343.

☐ Register your account

You have two options when registering your account: our mobile app or web portal.

Access the mobile app

- Open the Apple or Google Play store and search for Coastal Electric Cooperative.
- Download and install the Coastal Electric Cooperative app on your mobile device.

Access the web portal

- Visit our support page at CoastalElectric.Coop/app and click on the "Register" button.

You can only register on or after the Feb. 3 launch date.

☐ Auto Pay re-registration (if enrolled)

If you are currently signed up for Auto Pay with a credit card, after you register your account, you will be required to re-register for Auto Pay in our new payment system.

Find step-by-step instructions for how to re-register for Auto Pay online at CoastalElectric.Coop/app.

☐ Set up notifications

Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

Find step-by-step instructions for how to manage your contacts and activate notifications online at CoastalElectric.Coop/app.

☐ Consider trying paperless billing

What if you could save some time and a tree at the same time? Activate paperless billing, an eco-friendly way to instantly access your bill.

Find step-by-step instructions for how-to activate paperless billing online at CoastalElectric.Coop/app.

☐ Bookmark the support page

We will be sharing new features and information for how to get the most out of your experience. Bookmark CoastalElectric.Coop/app in your web or mobile internet browser.

Need assistance? We are here to help!

contact@coastalelectric.coop | (800) 421-2343

Let us help fund your education!

Don't miss these scholarship opportunities! Scan the QR Code for more information and to apply.

Coastal Electric Cooperative Foundation Academic Scholarship

Deadline: March 7

Purpose: This \$5,000 renewable scholarship is for undergraduate studies.

Eligibility: Graduating high school seniors who are residents of Liberty, Long, McIntosh and south Bryan counties are eligible to apply.

Coastal Electric Cooperative Foundation Technical College Scholarship

Deadline: Applications are accepted year-round.

Purpose: Renewable scholarship amounts are determined by the number of credit hours for the next semester enrolled in technical college or lineman school.

Eligibility: Scholarships are available to students of all ages who are pursuing a diploma, degree or certificate program from any of Georgia's technical colleges or recognized

lineman schools. Applicants must have a home mailing address within Liberty, Long, McIntosh or south Bryan counties.

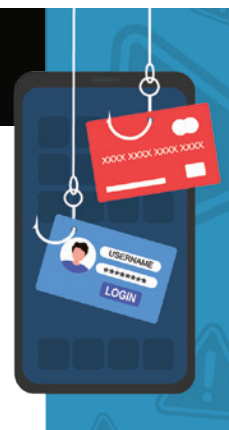
Funding for Foundation scholarships comes from Coastal Electric Cooperative members who allow their electric bills to be rounded up to the next dollar through Operation Round Up. These nickels and dimes are pooled together and invested back into the community through the Coastal Electric Cooperative Foundation.



TIPS TO AVOID ENERGY SCAMS

Scammers will try anything to deceive utility customers, including a tactic that claims customers have overpaid their bill. If you receive a call, text or email from someone claiming you overpaid a utility bill and need to provide your banking or credit card information to receive a credit, it's likely a scam. In most cases, your utility will apply a credit to your account to cover future charges or refund an overpayment with a mailed check.

Source: Utilities United Against Scams



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Business office hours

Open 8 a.m. to 5:30 p.m. Monday through Thursday, and until 5 p.m. on Friday, except for holidays.

Report outages

Call us at (800) 421-2343

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Coastal Electric Cooperative, your Touchstone Energy® Partner, is a not-for-profit, member-owned power cooperative providing electricity to the people of Bryan, Liberty, Long and McIntosh counties.



Touchstone Energy®
Cooperatives

The power of human connections

Coastal Electric Cooperative Annual Meeting of Members set for Thursday, May 22

Registration and early voting is May 19-21

In accordance with the requirements of the Bylaws of Coastal Electric Cooperative, the following excerpts are being published for the information of the members, who will receive an Official Notice of the Annual Meeting in April.

Article IV Board Members

SECTION 1. General Power

The business and affairs of the Cooperative shall be managed by a Board of nine (9) members, which shall exercise all of the powers of the Cooperative except such as are by law, the Articles of Incorporation or these Bylaws conferred upon or reserved to the members.

SECTION 2. Election and Tenure

In order to equitably distribute the representation on the Board of Directors, three (3) members of the Board of Directors shall be elected at the annual meeting each year, one (1) each from the counties of Bryan, McIntosh and Liberty to serve for a term of three (3) years, so that there always shall be a perpetual Board of experienced members to conduct the affairs of the Cooperative. Members from the area in Long County served by the Cooperative shall be eligible to serve in the position of Director created for McIntosh County.

SECTION 3. Qualifications

No person shall be eligible to become or remain a board member of the Cooperative who:

(a) is not a bona fide member and maintains a residence in the area served or to be served by the Cooperative. The individual must maintain an active presence in at least one (1) of the communities served by the Cooperative and maintain a residence in the territory served or to be served by the Cooperative; or

(b) is in any way employed by or financially interested in a competing enterprise or a business selling electric energy.

(c) is an employee of the Cooperative or who was employed by the Cooperative within a period of three (3) years immediately preceding the date on which such employee would take office if elected; provided, however, that any member of the Board of Directors shall be eligible to be employed by the Cooperative on an interim basis not to exceed a period of twenty-four (24) consecutive months.

Upon establishment of the fact that a board member is holding the office in violation of any of the foregoing provisions, such board member shall resign, and if such board member fails to resign, the Board of Directors shall remove such board member from office.

Nothing contained in this section shall affect in any manner whatsoever the validity of any action taken at any meeting of the Board of Directors.

SECTION 4. Nominations

(a) Nominations by the Nominating Committee

It shall be the duty of the Board of Directors to appoint, not less than one hundred twenty (120) days nor more than one hundred sixty-five (165) days before the date of a meeting of the members at which board members are to be elected, a committee on nominations consisting of not less than six (6) nor more than nine (9) members who shall be selected from different sections so as to ensure equitable representation. No member of the Board of Directors may serve on such committee. The committee, keeping in mind the principle of equitable representation, shall prepare and post at the principal office of the Cooperative at least one hundred (100) days before the meeting a list of nominations for board members which shall include at least one (1) candidate for each board position to be filled by the election.

(b) Nominations by Petition

Other nominations for such election of board members may be made by written petition signed by not less than thirty (30) members which shall be submitted to the Secretary of the Cooperative or his nominee not less than ninety (90) days prior to such meeting.

(c) Failure of Compliance

Failure to comply with any of the provisions of this section as to the election of directors, except bad faith or intentional failure to comply, shall not affect the validity of the election of any director nor shall it invalidate the actions of all or any of the directors.

(d) Nominations From the Floor

Additional nominations for the election of board members cannot be made from the floor at such meeting of the members; except that in the event of death or for any other reason there is no candidate nominated by the Nominating Committee to run for a board position, then in such event additional nominations from the floor may be made. However, no member may nominate more than one (1) such candidate.

(e) Failure of Compliance

Failure to comply with any of the provisions of this section as to the election of directors, except bad faith or intentional failure to comply, shall not affect the validity of the election of any director nor shall it invalidate the actions of all or any of the directors.