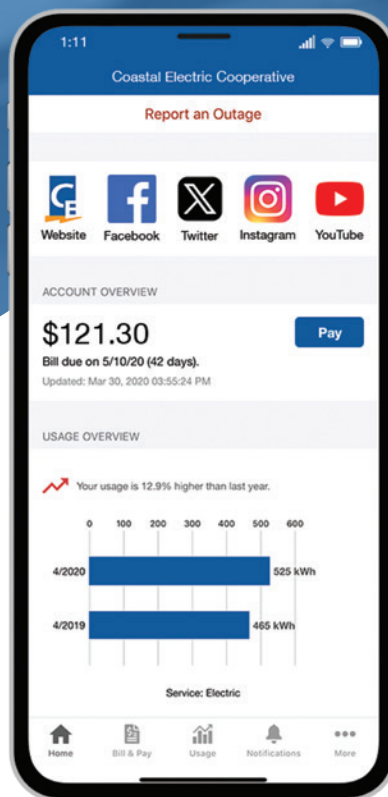


# SIGN UP FOR OUR NEW COASTAL ELECTRIC COOPERATIVE MOBILE APP AND WEB PORTAL

Save time and money  
by managing your  
account at anytime  
and from anywhere.



- Avoid late fees and service interruptions.
- Receive the information you need to make the right decisions about your account.
- Take control and make decisions that can help reduce your bill.
- Instantly view your bill in an eco-friendly way.
- Set it and forget it with Autopay.

Visit [coastalelectric.coop/app](http://coastalelectric.coop/app) for more information

# Navigating your new electric bill

As a result of our February software upgrade, your March electric bill has a new look. You will find the same important information, but with some new features to make managing your Coastal Electric Cooperative account even easier. We also have more room to share detailed messages with our members.

## FRONT

YVBN

**Coastal Electric Cooperative**  
A Touchstone Energy® Cooperative

**Customer Service**  
Office Hours: Mon - Thurs 8:00 AM - 5:30 PM  
Fri 8:00 AM - 5:00 PM  
Billing Inquiries: (912) 884-3311 • (800) 421-2343  
1265 South Coastal Highway, Midway, GA 31320  
Email: [contact@coastalelectric.coop](mailto:contact@coastalelectric.coop)  
Web: [www.coastalelectric.coop](http://www.coastalelectric.coop)

**Your Account Summary**

Bill Date: December 15, 2024	
Service Period: October 1 - November 1 (31 Days)	
Previous Balance	\$162.00
Payment Received 10/12/2024 - Thank you!	-\$162.00
Balance Forward	\$0.00

**Message Center**

Something new is coming to Coastal Electric Cooperative. The National Information Solutions Cooperative (NISC) is an information technology company that provides software and hardware solutions to utilities across the nation. NISC is a national standard among power companies for security and value of service with their members. NISC will be an efficient, cost-saving tool for the Co-op and for members. It will bring new features for our members: You will discover:

- Greater account access through our new Mobile App and Web Portal
- New bill layout and design and new ways to communicate with Coastal Electric Cooperative.

**SIGN UP FOR OUR NEW COASTAL ELECTRIC COOPERATIVE MOBILE APP AND WEB PORTAL**

Save time and money by managing your account at anytime from anywhere.

Visit [coastalelectric.coop/app](http://coastalelectric.coop/app) for more information.

Return this portion with your payment. Make checks/money orders payable to Coastal Electric Cooperative. Please include your account number.

Account Number	9999999
Payment Due By 01/06/2025	\$162.00
Amount Due After 01/06/2025	\$164.43

Change mailing address/phone number/email. Turn over for details.

0 0 AV 0.0 5 4127  
ANY MEMBER C-0  
3580 ANYPLACE RD  
ANYWHERE GA 31324-0000

**COASTAL ELECTRIC COOPERATIVE**  
PO BOX 109  
MIDWAY GA 31320-0109

120990009999900001620000001644321520248

## Information key

### A Contact information:

Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at (800) 421-2343 or *CoastalElectric.Coop*.

### B Your account and contact information:

Your billing date, account number and account name are listed here. This is the contact information we have on file for your account. Need to update this? Give us a call at (800) 421-2343, email *contact@CoastalElectric.Coop* or check the box below on the payment stub.

### C Total amount due:

This section summarizes the total amount due on your electric bill and the due date. An automatic payment is indicated on the bill if you participate in this program.

### D Billing summary:

Here you will find your past payments, current charges and the total charges due.

### E Message center:

Learn more about programs, services, notices and events at Coastal Electric Cooperative.

### F Payment stub:

If you are paying by check, please return this stub with your payment to ensure the payment is properly credited to your account.

# Navigating your new electric bill, continued

BACK

**A** Account: 99999999 Service Address: 3580 ANYPLACE RD

Meter #	Rate	From	Days	To	Days	Readings	Meter	kWh	kW
						Previous	Present	Usage	Demand
99999999	RES01	10/01/2024		11/01/2024	31	35896	36947	1,051	0.000

**B** KILOWATT HOURS

**C** Energy Comparison

Category	Value
Last Month	1,051 kWh 30 days
This Month Last Year	502 kWh 30 days
Avg Daily Energy Cost	\$4.82

**D** Explanation of Charges

- Facilities Charge:** A recurring monthly charge that recovers the fixed cost of providing electricity.
- Energy Charge:** A charge for the amount of electricity supplied during the billing cycle that varies with your usage measured in kilowatt-hours.
- Power Cost Adjustment:** It is the difference between the actual cost of producing a kilowatt-hour and the budget cost as evaluated on an annual basis.
- Demand Charge:** Calculated using the single hour during the month when the customer uses the most electricity.
- Operation Round Up:** A voluntary contribution to Coastal Electric Cooperative Foundation, where bills are rounded up to the next whole dollar to assist with the food, shelter, health, safety, and education needs in the community. It helps groups and individuals. The Foundation does not pay power bills. Your average annual contribution is about \$6.

**E** Other Ways to Pay Your Bill

Visit [www.coastalelectric.coop](http://www.coastalelectric.coop) to see all the ways you can pay your bill. Residential members can pay online, on our app or by phone using one of these major credit cards with no convenience fee:

- Online:** Log into your account at [www.coastalelectric.coop](http://www.coastalelectric.coop)
- Phone:** Call (800) 421-2343 to pay by phone.
- App:** Pay your bill using the SmartHub app. [www.coastalelectric.coop](http://www.coastalelectric.coop)
- In Person:** Pay by cash, credit card, check or money order at our office located at 1265 South Coastal Highway, Midway, GA 31320, or 3700 US 17 South, Richmond Hill, GA 31324.

**F** Your Account Information

Is your account information up-to-date? Fill out the form below or visit [coastalelectric.coop](http://coastalelectric.coop) to update your phone number or email address. Changes may take up to two billing cycles to reflect on your account.

Mailing Address: 3580 ANYPLACE RD, ANYWHERE GA 31324-0000

Phone Number: (912) 999-9999

Email Address: anymember@?????.com

WHEN PAYING AT OUR OFFICE  
SCAN THIS BARCODE

## Information key

- A Electric service description:** This section lists your meter number, location and days in the billing cycle. This section also shows your electric service subtotal for that billing period.
- B Electric graph:** This graph shows electric use, as well as the average temperatures over the last year.
- C Energy use comparison:** This comparison shows current energy use, the previous month's use and the previous year's use, along with the average use.
- D Explanation of charges:** This is a breakdown of each line item on your bill. For more information on your use, visit our mobile app and web portal on your computer or mobile device.
- E Ways to pay your bill:** This lists various ways you can pay your electric bill.
- F Update contact information:** If you checked the box on the FRONT, please complete the information here so we can update your account with accurate updates.

## Have questions about your bill?

Call Coastal Electric Cooperative at (800) 421-2343  
or email [contact@CoastalElectric.Coop](mailto:contact@CoastalElectric.Coop).



# CONNECTIONS

Official Publication of Coastal Electric Cooperative, Published Monthly for All Members

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## Find us online:

[www.CoastalElectric.Coop](http://www.CoastalElectric.Coop)

## 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

## Board of Directors

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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*

# SAVE THE DATE



**M**ark your calendar for the Coastal Electric Cooperative Annual Meeting of Members on **Thursday, May 22**. It will also be available for viewing online at *CoastalElectric.Coop/live*.

Members can participate in early registration and voting May 19-21 at Coastal Electric Cooperative's Richmond Hill and Midway offices.



## Follow Coastal Electric



Follow us on social to keep up with the latest happenings at your electric cooperative!



## Remember to spring forward!



Don't forget that daylight saving time begins **Sunday, March 9.**