

### Will my Electric Service be different if I am on SmartPay?

No. You will receive the same reliable electric service. Since you will receive low balance and pending disconnect notifications prior to disconnect, you will know if you are experiencing a power outage or have just run out of money on your SmartPay account. And, if you have a power outage, our crews will still be on standby, ready to assist you. To report power outages, call us at 800-273-7210.

### How much money should I keep in my SmartPay account?

That is entirely up to you! The beauty of the SmartPay program is that it fits YOUR budget. You can buy enough electricity to last until payday, or you can buy enough to last several months. The choice is yours!

### Will I pay a deposit for SmartPay?

No. SmartPay members do not pay deposits. The money you pay goes for the power you use.

### How do I make SmartPay work for me?

SmartPay works best for people who want to take control of their electric account and energy use. By monitoring your consumption on a regular basis, you will become more aware of how you use electricity and may be able to find ways to cut your energy use. The more you can cut your energy use, the more money you can save.

### How do I get signed up for SmartPay?

If you have questions or would like to get signed up for SmartPay, please call Coosa Valley Electric Cooperative at 256-362-4180 and choose option 1.

The logo features a large green dollar sign followed by the word "SmartPay" in a green and red font, with a red underline under "Pay".

# Introducing

A large, stylized green dollar sign is positioned to the left of the word "SmartPay". "Smart" is in green and "Pay" is in red. A red underline is under "Pay".

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ELECTRIC COOPERATIVE

A Touchstone Energy<sup>®</sup> Cooperative 

## What is SmartPay?

SmartPay is a pay-as-you-go plan that offers you the opportunity to pay when you want, in the amounts you want. Instead of receiving a traditional paper bill once a month, you can look at your usage every day. SmartPay members never pay large deposits, late charges or disconnect or reconnect fees.

## Is SmartPay the Right Choice for Me?

Would it be easier for you to make weekly or biweekly payments rather than one large payment each month? If so, SmartPay may be for you. As well, statistics indicate that similar payment programs help reduce electric consumption as consumers become more aware of how they use electricity. So, SmartPay can be the "Smart Choice" for any member wanting to monitor his or her electric use.

## Will I still be a Cooperative Member?

Absolutely! You are a member of Coosa Valley Electric Cooperative for as long as you receive electricity from Coosa Valley Electric.

## How much will it cost to use SmartPay?

You must pay a \$25 minimum to get your SmartPay account started. After that, you will pay a small fee of 33 cents per day. If you have an existing balance that cannot be paid in full, we can set up an agreement where a portion of each payment you make goes toward paying off that existing balance.

## How can I check my Balance?

You can login to [www.coosavalleyec.com](http://www.coosavalleyec.com) and click on the SmartPay link to get your up-to-the-minute account balance. We will give you your access information when we setup your account. You can also call 855-97- SMART (977-6278) to receive automated information regarding your SmartPay account and make payments.

## SmartPay Lets You:

- Say goodbye to deposits and monthly bills
- Customize a payment schedule
- Buy electricity when convenient
- Easily monitor consumption
- Never pay late charges
- Avoid disconnect or reconnect fees

## If I Already have a traditional account, can I switch to SmartPay?

Yes! You can switch to a SmartPay\* account whenever you want. Your existing deposit will be applied to your current account balance, with any remaining amount being applied as a credit to your SmartPay account. \*Some restrictions may apply.

## How do I make Payments?

Payments can be made at our office between the hours of 8 a.m. and 5 p.m., Monday through Friday, excluding holidays. Online payments can be made 24 hours a day at [www.coosavalleyec.com](http://www.coosavalleyec.com). Credit and debit card payments can also be made over the telephone 24 hours a day by calling 855-97-SMART (977-6278).

## What if my SmartPay account runs low?

You manage your SmartPay account. You can receive low balance notices by e-mail, telephone and text, based on the notification preferences you choose. This will give you time to purchase power before your service is disconnected. If you do not purchase more power, your service will be disconnected. Once you make a payment, your service will be reconnected.



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