

FLEXPAY

a prepay energy solution



The following is an overview of the FLEXPAY billing options.

For specific information concerning FLEXPAY accounts, please refer to the FLEXPAY Application.

FLEXPAY is a pay-before-consumption program and an alternative to traditional monthly billing. The program allows participants to avoid deposits, customize their payment schedule, purchase energy when convenient, and monitor their own consumption.

FLEXPAY is entirely optional for new or existing members. A minimum initial payment of \$100 is required to create a FLEXPAY account.

The debt-recovery program allows new or existing members with unpaid balances to utilize the program, and have their power turned on immediately. FLEXPAY members are allowed to pay prior debt at a 25% (DR) debt recovery rate.

FLEXPAY accounts do not receive a monthly statement, but members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email, and/or text message.

Account balances are updated daily between 5:00 to 8:00 AM. Meter readings are received daily between those times, and then processed to update your account. A meter reading read today will take forty-eight hours to reach our computer system at Southwest.

FLEXPAY members are solely responsible for maintaining a credit balance, and ensuring the alert notification settings are up to date. Disconnection of an account will occur when a credit balance is not present, regardless of notifications.

Daily charges will be debited against the account when activated based on the date of your billing cycle. Flat monthly charges are included in our rates (\$22.00 residential and \$25.00 general power), plus there is a \$6.00 monthly FLEXPAY fee, and other applicable charges such as security lights, and pole charges which will be prorated and applied on a daily basis. Daily charges will continue to apply daily if your account is disconnected for a negative balance. (Example of daily charges - \$22 + \$6 = \$28 ÷ 31 days = .91¢ per day.)

Energy Rates - FLEXPAY and customer deposit accounts will be charged the same energy rates in accordance with the Cooperative's applicable energy rates. All charges for kilowatt-hour (energy) usage will be applied on a daily basis to your FLEXPAY account.

Payments can be made by telephone or internet with a minimum payment amount of \$20.00, and no convenience fee (855-782-7864 or stemc.com) Office or night deposit payments will require a minimum payment of \$40.00.

Monthly reconciliation of your FLEXPAY account: We maintain a primary accounting system with billing cycles that occur throughout the month, based on your service location. However, the FLEXPAY rates are set to coincide with the calendar month. Per TVA guidelines, the monthly kWh rate is applied at the time of the cycle billing. Therefore, your FLEXPAY account will be reconciled once per month to "true-up" your FLEXPAY balance to equal the billing cycle system.

Disconnection occurs any time a credit balance is not present, regardless of notifications. In the event of disconnection, payment must be made for any unpaid daily charges accrued prior to disconnection; as well as payment to establish a minimum positive balance of \$60.00, plus a \$25.00 reconnection fee. A debt recovery payment amount will be included if applicable. The amount to reconnect will change daily because the daily charges will continue to accrue during disconnection.

Convert your FLEXPAY account back to monthly billing at any time by notifying the Cooperative. In that event, the Cooperative will require payment of a deposit; plus any past due amounts.