



FLEXPAY SERVICE AGREEMENT

Prepay service is available to all residential members and non-demand general power accounts (GSA1 rate class) as an option subject to the following provisions:

Eligibility

New and existing residential members qualify for participation. The member must pay all applicable fees prior to commencement of the service. Existing members with billed or unbilled account balances may either pay the existing balance or the Cooperative will collect the balance through the debt recovery mechanism. Minimum bill contracts do not qualify.

Fees and Charges

A monthly prepay fee of \$5.00 will apply to all participating accounts. A one-time \$20.00 deposit will also apply. Any and all existing fees, rates, and charges continue to apply, including existing applicable energy and customer charges.

How the Plan Works

A member wishing to enroll in prepay service shall make a request to the Cooperative. The Cooperative will allow enrollment into prepay service if the member meets the eligibility requirements. Once a credit balance has been established the account will be activated. As energy is consumed, the credit balance is reduced until either the balance is exhausted or additional payments are added to the balance. Any account with a current debit balance is subject to immediate disconnection. Participants may elect to receive daily notification of account balance information.

Payment

Once an initial credit balance has been established, the minimum office payment allowed is \$20.00, and minimum online/phone payment is \$20.00. Participants may pay as often as they wish, provided the payment meets the minimum amount, and the account maintains a credit balance. Accounts with a negative balance for consecutive days must make sufficient payment to re-establish a credit balance before 10 AM on the 2nd day. Otherwise, the account will be subject to disconnection. If payment is received after 10 AM on the 2nd day of having a negative balance, the account will be charged a disconnect service charge of \$25. Prepaid accounts are not eligible for credit extensions or payment arrangements.

Debt Recovery

A debt recovery mechanism will be utilized to collect any prior balance that may exist when the member applies for FLEXPAY. A percentage (DR RATE below) will be taken out of each payment and applied to existing debt.

Notification

Prepay participants will not receive monthly statements. Members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email and/or text message. Disconnection of an account will occur when a credit balance is not present regardless of notification. Participants may check daily account balances by visiting www.stemc.com, a STEMC office, or by calling 1-866-681-9447. By providing the phone number(s) listed on this form, the member is consenting to receive phone calls and/or texts from the Cooperative. It is the responsibility of the member to change his/her alert settings as required, or to request that the Cooperative make such changes.

Disconnection

An account will be subject to immediate disconnection at any time the account does not have a credit balance including weekends, holidays or during severe weather conditions. Service will be reconnected after payment of the debit balance due, plus \$35 (to create a \$35 credit balance), plus a \$25 disconnect service charge. If an account is disconnected and does not become active after ten (10) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

Cancellation

Participants may convert an account to postpaid electric service at any time provided the member's account is current and an adequate security deposit is provided. Service terminated at the request of the member will receive a refund of any remaining credit on the account.

APPLICANT NAME

ACCOUNT NUMBER

METER NUMBER

CO-APPLICANT NAME

PHONE 1

PHONE 2

SERVICE ADDRESS

SMS TEXT PHONE

BALANCE TO DEBT RECOVERY

DR RATE %

LOW BALANCE THRESHOLD

APPLICANT SIGNATURE

DATE

CO-APPLICANT SIGNATURE

DATE



ALERTS		PHONE 1	PHONE 2	SMS TEXT PHONE	EMAIL
LOW BALANCE	FROM TO				
RECHARGE	FROM TO				
PENDING DISCONNECT	FROM TO				
DAILY BALANCE	FROM TO				
DISCONNECT	FROM TO				
RECONNECT	FROM TO				
DAILY USAGE		N/A	N/A	N/A	

Online log in information:

User Name: _____

Password: _____

OFFICE USE ONLY

- Enter SERVICE order – TONN PREPAY AT VACANT ACCT
- Check for existing balance on another account or bad debt, transfer or reinstate if present
- Post payment of \$120 or more
- Remind member of \$5 program fee
- Remind member they will no longer receive a statement
- Remind member that disconnection will occur with or without notification
- Remind member of phone number and website information
- Confirm phone number and account number with member
- Give member a copy of contract
- Service truck operator completed order
- Complete service order
- Verify that Prepay entry screen was completed
- Confirm account creation in MyUsage.com
- Scan paperwork to member file