



Frequently Asked Questions

■ What is a FlexPay Account?

A FlexPay account is a pay-as-you-go plan that allows you to pay when you want, in the amounts you want. Instead of receiving a paper bill each month, your usage is calculated daily. FlexPay members never pay a late charge.

■ Is a FlexPay Account right for me?

FlexPay accounts are self-managed, so you can make it fit your budget. You can buy enough energy to last until payday, or you can buy enough to last several months.

■ Will I receive a bill on FlexPay?

FlexPay accounts do not receive monthly bills because the energy usage is calculated daily; however, you are able to view and print your monthly FlexPay summary online at www.ssemc.com or by using our mobile app, mySSEM.

■ How do I know if my FlexPay balance runs low?

If the FlexPay balance falls below \$35, you will receive a notification via email. You may track your usage on-line at www.ssemc.com, by phone at 1-855-916-2970, or by using our mobile app, mySSEM.

■ What type of notifications can be sent?

Notifications can be sent to you by email. You can also view your balance online at www.ssemc.com, by using mySSEM, or by phone at 1-855-916-2970.

■ Is a deposit required to start FlexPay?

Since FlexPay is a completely self-managed account, no deposit is required to start the service. New members can be setup on FlexPay billing with a minimum of \$50, plus the membership fee and account establishment fee.

■ Can I make a payment arrangement on my FlexPay Account?

FlexPay accounts are ineligible for payment arrangements; however, if the account maintains a credit the service will not be interrupted.

■ Are there any fees to reconnect my FlexPay Account?

FlexPay members do not pay reconnection or late fees since it is a self-managed account. Simply add a credit back to your account if it is within 3 business days of service interruption and the service will automatically be restored within the hour.

■ Can I convert my account back to monthly billing if FlexPay is not right for me?

If you would like to convert to monthly billing, a credit check will be required to determine if a deposit is needed.