



## RESIDENTIAL FLEXPAY PROGRAM

*Terms of Service, Information Sheet,  
and Service Agreement*

**Applicant must initial each statement  
and sign and date the agreement.**

### For SSEMCM Use Only

Member Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Received by: \_\_\_\_\_

\_\_\_\_\_ **Metering:** FlexPay electric service is available for residential locations served by a 200-amp 120/240 meter.

\_\_\_\_\_ **New Members:** Those electing FlexPay must complete a membership application if an application is not currently on file. A membership fee of \$10, an account establishment fee of \$40, and a minimum of \$50 for daily usage and monthly fees (\$100 minimum total) are required for initial service.

\_\_\_\_\_ **Existing Members:** Existing members may convert their regular billed account to a FlexPay account. When your account is converted to FlexPay, your existing deposit (if applicable) is applied toward any outstanding balances with the remaining credit (if applicable) applied to your FlexPay account.

\_\_\_\_\_ **Medical Equipment:** Continuation of service on a FlexPay account is dependant upon the prepaying of service in a timely manner. If your account balance falls below zero, your service may be interrupted without notice. Snapping Shoals EMC will not be liable or responsible for any obligations resulting from such interruptions in service. ***If you or someone in your household is dependent on life-sustaining, non-mobile medical equipment, you are not eligible to participate in FlexPay electric service.***

\_\_\_\_\_ **Security Deposits, Late Fees and Collection Fees:** As a FlexPay member, a security deposit for a residential account is not required and you are not subject to residential account late fees and collection fees.

\_\_\_\_\_ **Billing:** FlexPay members do not receive a monthly bill. FlexPay accounts are calculated daily with daily adjustments of all charges and fees to the FlexPay credit balance and reconciled once per month using the applicable rate and adjustments for the month. FlexPay balances that fall below a set amount will receive a low balance notification via email. Daily FlexPay usage may be tracked online at [www.ssemc.com](http://www.ssemc.com), by using the mySSEMCM app, or by phone at **1-855-916-2970**.

\_\_\_\_\_ **Disconnection:** FlexPay accounts are subject to disconnection any time if your account does not have a credit balance, including weekends, holidays or during severe weather conditions. ***Disconnection may not occur during extreme weather events or other extenuating circumstances. Payment is still required when your account reaches a zero balance.*** Service that has been disconnected due to a credit deficit will remain disconnected until any outstanding balance and a minimum credit balance is paid. Any unauthorized usage fees will result in immediate disconnection and must be paid before service is reconnected. Accounts that remain disconnected for three (3) consecutive days may be considered inactive, and you will need to call 770-786-3484 to have service restored.

\_\_\_\_\_ **Returned Payments:** If a returned check or a chargeback is received on an account, the amount of the returned payment and a return item fee will be charged to the FlexPay account immediately. Service will be subject to immediate disconnection if this results in a zero or negative balance. Snapping Shoals EMC has the right to decline payments made by check or credit card if the account has three or more returned items in the last 12 months.

\_\_\_\_\_ **Payments:** Payments can be made with the mySSEMCM app, online at [www.ssemc.com](http://www.ssemc.com), by calling **1-855-916-2970**, at either of our offices or at various payment locations. Visit [www.ssemc.com](http://www.ssemc.com) for a complete list of payment locations and accepted payment methods.

\_\_\_\_\_ **Termination of Service and Final Billing:** A full settlement of the account will be made when the service ends, and the account is final billed. If service is terminated at the member's request, a refund of any remaining credit on the account will be issued.

\_\_\_\_\_ **Conversion to Regular Billed Service:** You may elect to convert your FlexPay account to a regular billed account, at which time SSEMCM may require a credit check or full payment of the deposit as a condition of continued service.

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Service Address