SNAPPING SHOALS EMC

FLEXPAY

the flexible prepaid energy solution

RESIDENTIAL FLEXPAY PROGRAM

Terms of Service, Information Sheet, and Service Agreement

For SSEMC Use Only

Member Number: _____

Account Number: _____

Received by: _____

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

_____ **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.

_____ **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,* by using the mySSEMC 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 mySSEMC app, online at *www.ssemc.com,* by calling **855-916-2970**, at either of our offices or at various payment locations. Visit *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 SSEMC may require a credit check or full payment of the deposit as a condition of continued service.

_____ **Updates to FlexPay Terms:** This Terms of Service and Service Agreement may be amended or modified by SSEMC from time to time. Your continued use of **FlexPay** service after receiving notice of amended terms constitutes your acceptance of those amended terms.

IMPORTANT ACKNOWLEDGMENTS – MEDICAL EQUIPMENT AND LIFE-SUSTAINING DEVICES

_____ **How FlexPay Disconnection Works**. Your service continues only while your account maintains a positive prepaid balance. If your balance reaches or falls below zero, your electric service will disconnect automatically, at any time and without prior notice, including on weekends, holidays, and at night. **FlexPay** accounts do not receive the advance written disconnection notice or personal contact procedures that apply to standard billed accounts. SSEMC does not monitor individual households for medical needs and does not provide backup or emergency power. ***You represent that you have considered whether you or any member of your household relies on electrically powered life-sustaining or life-support equipment (for example, an oxygen concentrator, ventilator, or similar non-mobile medical device).***

Initial the statement that applies:

___ **No one in my household depends on electrically powered life-sustaining or life-support equipment.**

___ **Someone in my household depends on electrically powered life-sustaining or life-support equipment, and I have read and accept the following Acknowledgment of Risk:** I understand and accept that prepaid **FlexPay** service can be disconnected automatically and without notice whenever my balance is not positive, and that such a disconnection could interrupt power to life-sustaining equipment. I acknowledge that it is my sole responsibility to: (1) keep my **FlexPay** account in a positive balance at all times and monitor my balance; (2) maintain independent backup power (such as a charged battery backup or generator) sufficient to operate the equipment during any interruption; (3) have a plan to relocate the equipment-dependent person if power is interrupted; and (4) take other prudent steps such as informing the equipment user's physician and local emergency services of the household's reliance on electric power. I understand that SSEMC does not guarantee uninterrupted service, does not monitor my account or health status, and is not a substitute for medical or emergency planning. I choose to participate in **FlexPay** voluntarily and with full knowledge of these risks.

_____ **SSEMC's Right to Require Standard Billing:** SSEMC reserves the right, in its discretion, to decline to enroll or continue any household on **FlexPay** where a life-sustaining-equipment dependency is disclosed or known, and to require conversion to a standard billed account. Conversion may be subject to a credit check or deposit.

_____ **Ongoing Duty to Update:** You agree to notify SSEMC promptly in writing if at any time, a member of your household becomes dependent on electrically powered life-sustaining or life-support equipment.

Member Signature	**Date**
Print Name	**Service Address**