

AGREEMENT FOR FLEXPAY SERVICE

- As a Flexpay member, the normal security deposit is not required, and you are not subject to normal collection or delinquent fees and practices.
- EXISTING MEMBERS: When your account is converted to Flexpay, your existing deposit (if applicable) is applied toward any outstanding balance owed, with the remaining credit (if applicable) applied to your Flexpay service. All fees and unbilled energy must be paid before an account can be converted from arrears pay to Flexpay.
- Magnolia Electric Power Association will provide a service so you can view your daily usage, receive notifications, and make smaller payments as often as you would like or as your budget allows and does not require a security deposit.
- In order to participate in this program, a minimum credit balance must be established (currently \$50.00). **If converting from a normal billed amount, the member must also pay the lesser of the past due balance or \$100.**
- If your account balance falls below a minimum threshold (currently \$20.00) you will be notified that the low balance threshold has been reached. Your service will be disconnected when the balance falls to \$0 without further notice. **Your service will be disconnected when the balance falls to \$0 without further notice.**
- **If disconnected, a minimum credit (currently \$20.00) will be required to be reconnected.**
- You may retrieve your current balance or make payments during working hours or through the automated phone system 24 hours a day at 601-250-2444, by logging on to www.MEPCoop.com, or by using the mobile app.
- Flexpay accounts are not eligible for credit extensions or payment arrangements.
- Agency pledges will not be considered as payment and will not postpone the disconnection of service. It is the Member's responsibility to maintain a credit balance on the Flexpay account until Magnolia Electric receives actual payment for that pledge.
- Daily Flexpay account history (usage, charges, and payments) will be available via the internet or mobile app. The website and mobile app will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your Flexpay account. If your contact numbers are not current, you will not receive notifications and electric service may be disconnected without proper notice.
- You agree to accept text, voice or email notifications and are responsible for any and all standard text and email charges that may apply.
- If an account is disconnected and does not become active after (7) days, the account will be considered inactive and Magnolia Electric will mail a final bill to the last known address on file.
- You may convert the Flexpay account to arrear paid service at any time. At which time, the Cooperative may require full payment of the deposit and any unpaid amount in the debt recovery as a condition of continued service.
- Service terminated at the request of the member will receive a refund of any remaining credit on the account.
- SEE MEMBER HANDBOOK FOR OUR SERVICE RULES AND REGULATIONS FOR APPLICABLE FEES, REQUIRED BALANCES AND GRACE PERIOD.

**** INITIAL ALL THREE LINES ****

- _____ **Flexpay accounts are not eligible for payment arrangements, budget billing, or bank draft.**
- _____ **Any returned payments received on the account will be charged to the account immediately.**
- _____ **If this causes the credit balance to be entirely depleted, service can be disconnected.**
- _____ **A Flexpay member will no longer receive a paper bill once signed up for a Flexpay account.**

Account Balance: _____	FLEXPAY CREDIT: _____
Usage since last Billing: _____	
UA Balance: _____	Account # _____
Arrangement Amount: _____ @ _____ %	

I certify that I have read and understand all the provisions, terms, and conditions outlined above. I understand that I will not receive a standard notice of interruption of traditional service. Furthermore, in the event my service is disconnected or terminated pursuant to the above provisions, I agree to hold Magnolia Electric Power Association harmless for any damages I may incur, including but not limited to, foods or other products which may be spoiled, damaged, or destroyed due to said disconnection or termination of service.

Member's Name (print): _____ Account Number: _____

X Member Signature: _____ Date _____

Email address/cell phone number: _____