

THE CONCEPT IS SIMPLE

FLEXPAY
a prepay energy solution



THE POWER TO CONTROL YOUR
ENERGY COSTS IS IN YOUR HANDS

The FLEXPAY program provided by Southwest Tennessee Electric is an option for our members seeking an alternative to traditional electric service. The FLEXPAY program allows participants to avoid deposits and monthly bills, customize their payment schedule, purchase energy when convenient, and monitor their own consumption.



Southwest Tennessee Electric
Membership Corporation



1.800.772.0472
www.stemc.com

A Touchstone Energy[®] Cooperative 

www.stemc.com





PAY WHAT YOU WANT, WHEN YOU WANT. REAL OPTIONS FOR YOUR WAY OF LIFE.

The FLEXPAY program changes everything you know about electricity by providing real options for your unique situation. FLEXPAY allows you to pay for energy on your schedule and gives you the information to control your energy costs like never before.

REAL INFORMATION

With FLEXPAY, you can monitor and adjust how much energy you consume each day.

REAL CONTROL

With FLEXPAY, you purchase energy before you use it, just like putting gasoline in your car.



WHAT IS FLEXPAY?

FLEXPAY is a pay-before-consumption program and an alternative to traditional monthly billing that allows participants to determine how much and how often they pay.

HOW THE PLAN WORKS

SIGNUP

FLEXPAY is entirely optional. New or existing members may choose to participate in the prepay service. A minimum purchase of \$100 is required to create a FLEXPAY account. Existing members with account balances may utilize the debt-recovery program and have their power turned on immediately.

PAY AS YOU USE

As energy is consumed, the account balance is reduced until either the balance is exhausted or additional payments are made to the account. Participants are free to pay as much or as often as they wish, provided the account maintains a positive balance. Any account with a negative balance is subject to immediate disconnection. There are several options available to monitor account and usage information.

THE POWER OF INFORMATION

Members may elect to be notified of low balances, daily balance, pending disconnect, disconnection, and reconnection via phone, email and/or text message. Participants may check daily account balances by visiting a STEMC office or www.stemc.com or by calling 1-866-375-9792. Prepay participants will not receive monthly statements.

FEES & CHARGES

A monthly prepay fee of \$8.00 will be added to all participating accounts. A security deposit will not be required. All existing fees, rates, and charges continue to apply, including existing applicable energy charges and customer charges. If an account is disconnected, a \$50 reconnection fee will be charged and energy must be purchased before service is restored.

FLEXPAY participants typically see a **10-12%** reduction in their monthly electric bill.

MY FLEXPAY ACCOUNT

Name

Account #

Username

Password

TO MAKE PAYMENTS OR CHECK ACCOUNT BALANCE:

Phone:

1.866.375.9792

Online:

www.stemc.com