



FlexPay Service Agreement

FlexPay Service is designed to allow you to view your daily usage, receive notifications and make smaller payments as often as you would like or as your budget allows, without requiring a security deposit.

FlexPay service is available to Scottsboro Electric Power Board (SEPB) customers receiving electric service under the residential rate. Non-Residential, Demand or Time of Use accounts are not eligible.

FlexPay accounts are not eligible for and will not be considered for credit extensions or payment arrangements.

FlexPay accounts cannot be levelized. FlexPay accounts cannot be on bank draft, credit card draft or auto pay. FlexPay accounts cannot have a heat pump loan.

Energy Assistance payments will be applied to the FlexPay account once payment is received. Pledges will not be accepted to keep service on.

New customers wishing to set up a FlexPay account must complete the standard process for application for service including a \$25.00 connection fee and a \$100.00 minimum payment on their FlexPay account.

Existing customers wishing to convert to FlexPay, will have existing deposits (if applicable) applied toward any outstanding balance with the remaining credit (if applicable) applied to the FlexPay account. All fees and billed usage must be paid before an account can be converted to FlexPay. Unbilled usage can be set up on a debt management plan, which will be handled through the customer's FlexPay account.

FlexPay accounts do not receive paper statements (bills). Daily FlexPay account history (usage, charges and payments) will be available via the internet at www.myusage.com. You are solely responsible for checking your account balance online. If your contact information is not current, you will not receive notifications and service may be disconnected without further notice. Also, failure to receive alerts via email or texts, as a result of technical problems of SEPB, the customer and/or the telephone or Internet service provider, does not negate disconnection of service.

Cash and check payments may be made in the SEPB office from 8am-4:30pm Monday through Friday, except holidays. Payments may also be made by e-check, credit or debit card by logging into your FlexPay account at www.myusage.com. There is a \$4.00 monthly fee to participate in FlexPay.

An account is subject to immediate disconnection any time it does not have a credit balance, including inclement weather conditions.

At any time, you may elect to convert your account back to a regular post-paid service. However, at that time SEPB will require full payment of a deposit and any unpaid amount in debt management as a condition of continued service. **If you transfer while you are on FlexPay, you will be required to pay \$125.00 (\$150.00 if you have telecom) before we will be able to transfer your services to another address.**

If an account is disconnected and does not become active again after 7 days, the account will be considered inactive and will be terminated. Service terminated by those circumstances, or at the request of the customer, will receive a final bill and/or refund check at the last known address on file.