



• 92 S. Main St. • P.O. Box 219 • Lexington, TN. 38351 • Telephone 731-968-3662 • Fax 731-968-8988 •

FLEXPAY SERVICE AGREEMENT

- To enroll in the FlexPay program a security deposit is not needed. One hundred dollars, \$100.00, is required to activate a FlexPay account.
 - For *new* customers a \$25 service fee, a one month customer charge, and a one month FlexPay charge is collected to activate the account. The remaining amount is credited to the account for energy usage.
 - For *existing* customers, a one month customer charge, a one month FlexPay charge, and any unbilled usage will be paid to activate the account. The unbilled usage may be required to be paid in full or at the discretion of LES staff it may be allowed to go into debt recovery before the account is activated. The remaining balance is credited towards the first month's energy usage. All deposits held will be applied to future usage.
 - There will be a \$0.24 daily fee for each customer.
- You will no longer receive a monthly bill. Account balance, daily usage, alert notification settings, charges and payments can be viewed on-line at www.myusage.com. This information can also be accessed by calling 1-877-707-7016. You will have a choice of alert notifications and times to choose from. Alerts can be sent via email, phone call or text. You are solely responsible for managing and updating the alert notification settings on your FlexPay account. All low-balance and disconnect notices will be sent in the manner you select for your account. Failure to properly maintain your alert notification settings may result in disconnections without further notice. Paper disconnect notices will not be mailed.
- By providing the phone number below, the customer is consenting to receive phone calls/text from Lexington Electric System. It is the responsibility of the customer to change his/her alerts settings as required.
- Payment may be made in the office Monday- Friday, 8:00am-5:00pm, at the Parsons/Lexington Kiosk 24 Hours a day, over the phone at 1-888-804-8567, or by mail. All payments made to your account will post within a reasonable amount of time. If you mail your payment be sure to allow enough time for your payment to be received by our office to avoid disconnection. A minimum payment of \$20.00 is required for all payments.
- There are no late fees. Customer charges, outside light fees and FlexPay fees will be prorated on a daily basis. A full settlement of the account shall be made when participation in the service ends and the account is final billed. Any remaining credit balance will be refunded.
- FlexPay accounts are **NOT** eligible for credit extensions, payment arrangements, levelized billings, or electronic funds transfers. Any energy assistance will be applied to the FlexPay account once payment is received by our office. Pledges or promises will not be accepted to keep electricity on.
- Electric service will be subject to automatic disconnection if at any time the account does not have a positive credit balance. This includes weekends, holidays, and inclement weather conditions. If service is disconnected; a \$25.00 reconnect fee, any outstanding balance, and the minimum credit balance of \$20.00 must be paid before service will be restored, plus a minimum debt recover amount if applicable. Additional \$25 will be added for any reconnects after normal business hours.
- If an account is disconnected and does not re-activate within 10 days, the account will be considered closed and Lexington Electric System will mail a final bill or refund to the last known address on file. Final bills are subject to a 5% penalty. If the account is re-opened, the account set-up charge will apply.

OVER



- If a returned check payment is received on the account, the amount of the returned payment and a \$25.00 returned check charge will be applied to the member's account immediately. If this causes the credit on the account to be exhausted, service will be disconnected immediately.
- Lexington Electric System is not responsible for customer's email, phone, or texting fees.
- If there is an outstanding balance or unbilled usage, a debt recovery charge will be added to the FlexPay account. A twenty-five percent, 25%, debt recovery charge will be taken from all future payments until debt is paid in full.
- If at any time a FlexPay customer wants to convert back to a postpaid account a deposit will be required based on Lexington Electric System's current residential service deposit policy and any account set-up fees will have to be paid.
- **Monthly reconciliation of your FlexPay account:** We maintain a primary billing system with billing cycles that occur throughout the month, based on your service location. However, the FlexPay rates are set to coincide with the calendar month. Per TVA guidelines, the monthly kWh rate is applied at the time of the cycle billing. Therefore, your FlexPay account will be reconciled once per month to "true-up" your FlexPay balance to equal the billing cycle system. Ex: If rates go up from month to month you could owe based on what time of month your meter is read in the primary billing system.
- Account balances are updated daily between 5:00 to 8:00 A.M.
- FlexPay customers are solely responsible for maintaining a credit balance and ensuring the alert notifications are up to date. **Disconnection of an account will occur when a credit balance is not present, regardless of notifications.**
- APP...MYUSAGEMOBILE _____ TEXT ACTIVATE TO 77407

To access your account information, you may call 1-877-707-7016 or login to your account at www.myusage.com.

Login (email): _____ Account #: _____

Password: password (This password should be changed in the settings tab when you log in to your account.)

Low Balance Alert Amount: \$ _____

Select how you would like to receive alert notifications, place a check on your choice(s).

Email: _____ Low Balance Pending Disc Reconnect

Text Phone #: _____ Low Balance Pending Disc Reconnect

Phone #1: _____ Low Balance Pending Disc Reconnect

Service Location Zip Code: _____ (for weather data)

Initial Payment Amount: _____

I understand and agree to the terms of this agreement and furthermore understand that it is my responsibility to make sure that I maintain money in my FlexPay account to continue electric service.

Applicant Signature

Date: _____

LES Representative

Date: _____