

# Co-op FlexPay Agreement



**Eligibility**

Co-op FlexPay is available only to single phase, non-demand, residential accounts, including those with outdoor lighting. Registration and use of AEC's SmartHub app is a requirement for participating in Co-op FlexPay. Residential accounts on Bank Draft, Budget Billing, Medical Alerts, or that have payment contracts for anything other than electric use (Example: Heat Pump Loans must be billed on different account) are not eligible for FlexPay either as a New Member or as an Existing Member.

**I understand that if my account is converted to a Medical Alert Account, I am no longer eligible for FlexPay. I also understand that all applicable deposits will apply and any outstanding debt and unbilled usage must be paid in full. \_\_\_\_\_ (initial)**

**Enrollment**

**New Members** are required to complete a membership application. A membership fee, a standard connection charge, as well as a minimum payment for electric use is required for initial service.

**Existing Members** opting to convert their account to FlexPay must pay in full all pre-existing fees, total account balance including unbilled usage and a standard connection charge. Members existing deposits are applied (when applicable) first to any account balance, then to unbilled usage and any remaining to their Prepay account, with the understanding that if the member wishes to convert from FlexPay back to a post pay account, all applicable deposits will apply and any outstanding debt must be paid in full.

**Billing**

FlexPay account charges will be calculated and debited daily. These charges will include electric use as well as other applicable charges and fees including but not limited to base member charge, outdoor lighting and TVA's fuel cost adjustment.

**Statements**

FlexPay Members do not receive monthly statements. Members may check balances by calling 865.475.2032 (press option 2) or visiting the AEC web site [www.aecoop.org](http://www.aecoop.org). Balances reflect account information as of the previous day's meter reading and payments.

**Notifications**

It is the member's responsibility to monitor their use. Members agree to receive periodic courtesy notifications of account balances via an automated phone call and email. I understand that these notifications will contain information including account number and current balance. AEC reserves the right to adjust or add notifications as deemed necessary.

**I give permission to be notified via phone calls and email. \_\_\_\_\_ (initial)**  
**I understand that it is my responsibility to provide AEC with accurate contact information and it is my responsibility to change the notification options or contact information when necessary. I also understand that while AEC will make every effort to notify, that notification is not guaranteed and failure to receive these notifications via phone call or email shall not release me from payment obligations.**

**Payments**

Payments can be made in person at AEC headquarters (**a \$40 minimum payment is required if made at the office**) located at 1109 Hill Drive, New Market, TN, during normal business hours only. Electronic Checks and Credit card payments can be made by phone 24 hours a day at 865-475-2032 (press option 2) or via our website at [www.aecoop.org](http://www.aecoop.org) or by using AEC's Mobile App

**Fees and Charges**

All applicable fees, rates, and charges (excluding security deposits) apply to FlexPay accounts, including applicable energy charges and customer charges. An additional monthly FlexPay fee will apply to all participating FlexPay accounts.

**Recovery of Existing Balances**

A debt recovery mechanism can be utilized to collect any prior balance or account charges. The applicant must pay 50% of the outstanding bill, including any unbilled usage as well as, the required minimum credit as required for initial service. The remaining balance will be held in Debt Recovery Account and 25% of each FlexPay payment will be applied to the existing debt until the debt is satisfied.

**Disconnection**

An account will be subject to immediate disconnection at any time the account falls to \$0.00 (including weekends, holidays, or during severe weather conditions). Once the account is disconnected, it will not be reconnected until balance has met the minimum credit balance requirement listed on the Schedule of Fees and Service Charges along with all unpaid usage and standard reconnection fees being paid. If an account is disconnected and is not reactivated within seven (7) days, the account will be considered inactive and a final bill will be mailed to the last known address on file.

**Reconnection**

**Members in the FlexPay program understand and agree that disconnected power will be reconnected without prior notice once a credit balance is re-established. Members will ensure that electrical safety issues are addressed prior to re-establishing a credit balance. AEC is not responsible for damage caused as a result of unsafe conditions in the home when electric service is re-established. Members must ensure that it is safe to restore electric service to their home prior to re-establishing a credit balance. Customer initials \_\_\_\_\_**

**Cancellation**

Members may cancel their participation in the FlexPay program at any time, provided that there is a credit balance on the account and an adequate security deposit is provided at the time of cancellation of the program.

**Termination of Electric Service**

If a FlexPay member terminates electric service, a refund will be issued of the remaining credit balance on the account.

Applicant Name:	Low Balance Notification When Balance Reaches:	\$30.00
Account Number	For Debt Recovery Account	
Home Phone – NOTE: This will be the number used for notifications	Debt Recovery Balance	_____
Email Address: (required)	Debt Recovery: 25% of Each Payment	

I/We have read, understand, and agree to comply with all FlexPay requirements and restrictions.

**Sign below and initial paragraphs above.**

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
AEC Representative Signature

\_\_\_\_\_  
Date