

Congratulations! Your account is enrolled in the Flint Energies Pay Your Way prepay program. You will pay for your electricity how and when you choose. Read and keep this guide as a reference for your prepay account.

Understanding Rates and Daily Charges

**Base Charge**  
The monthly base charge for Pay Your Way accounts is \$36; it is pro-rated daily and averages just over a dollar a day. The base charge, or access fee, covers the costs of operating the Cooperative and delivering power.

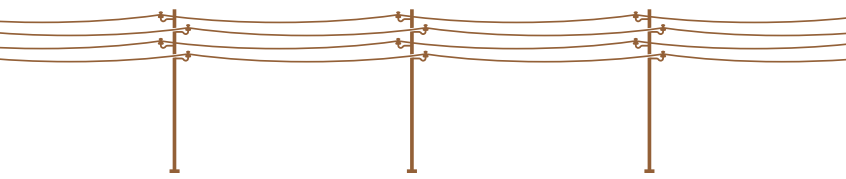
**Energy Charges**  
Typically, energy use is the largest portion of your Pay Your Way daily charges. Each kilowatt hour (kWh) costs the standard rate (10.55 cents per kWh), the same as Flint Energies’ average residential energy charge. The amount of energy you use is multiplied by this rate.

**WPCA**  
The Wholesale Power Cost Adjustment (WPCA), which is calculated monthly based on power supply costs, applies to all accounts. The WPCA can be a negative (resulting in a credit to your bill) or it may be positive (resulting in an addition to your bill).

**Other Charges**  
Any other monthly charges for services, such as outdoor or covenant lighting, are divided equally over 30 days. Prepay accounts enrolled in Operation Round Up® or Operation Round Up Plus contribute the same as traditional post pay when the account is balanced at the end of each month.

**Debt Management**

- If a prior balance was transferred to your prepay account for debt management, after the initial payment, 25% of each payment you make will go towards repayment.
- The amount of your debt management balance can be monitored by calling 1.800.342.3616 or by visiting a Flint Energies office.



Reading Your Meter

The meter for your account is read on an hourly basis each day. The midnight meter reading accounts for your day’s energy usage and daily charges; it’s the amount you will be billed for at 3 p.m. At approximately 6 p.m., you will receive a text alert notifying you of your balance. If you have not paid any outstanding charges by the next day at 9:45 a.m., your account will be disconnected.

Sometimes during the billing process, a communication interruption between our system and your meter may occur. In this case, your account will be billed based off your most recent usage, usually an average of the last 14 days. This is considered an averaged, or pending, read. When communications have been re-established between our system and your meter, typically by the next billing cycle, your account will bill based on the actual energy usage and daily charges. If the averaged amount (pending read) is *greater than* what you actually used for the affected date, you will receive a credit for the difference. If the averaged amount is *less than* what you actually used, you will be charged for the difference. You will be charged for your actual usage only.

Setting Your Alerts

When your account was started, all available alerts were activated (pending opt-in my Member). You can change your alert settings at any time by logging into your account at *flintpayments.com*. To ensure that you receive the alerts for your account, it is important to keep contact information up to date.

Paying on Your Account

You can add funds to your account in a variety of ways, using several payment options.

| Where to pay           | Availability                    | Method of payment              |
|------------------------|---------------------------------|--------------------------------|
| Flint Energies offices | Monday-Friday, 8 a.m.-5 p.m.    | Debit/credit card, cash, check |
| 1.800.342.3616         | 24 hours a day, 365 days a year | Debit/credit card, e-check     |
| Flint Energies app     | 24 hours a day, 365 days a year | Debit/credit card, e-check     |
| flintpayments.com      | 24 hours a day, 365 days a year | Debit/credit card, e-check     |
| PaySite™ Kiosk         | Varies based on location hours  | Debit/credit card, cash, check |
| Checkout by PayGo®     | Varies based on location hours  | Cash only                      |
| Text to Pay            | 24 hours a day, 365 days a year | Debit/credit card, bank draft  |

Disconnects

- Your account is subject to disconnection when your balance reaches zero. If you do not add funds to your account by 9:45 a.m., electrical service will be automatically disconnected.
- When adding funds to your account after disconnection, you must add enough funds to reach a **minimum balance of \$20** to be reconnected.
- Once your account has the negative balance plus \$20 added, a signal will be automatically sent to your meter for power to be restored in about 30 minutes or more, depending on the number of reconnects on our system.
- If an account is disconnected and does not become active for seven consecutive days, the account will be considered inactive and a final bill will be mailed. At this point, service cannot be reconnected without reapplying.

| Available Alerts        | Message | Email |
|-------------------------|---------|-------|
| Returned Check          | ✓       | ✓     |
| Payment Confirmation    | ✓       | ✓     |
| Service Connected       | ✓       | ✓     |
| Service Disconnected    | ✓       | ✓     |
| Service Reconnected     | ✓       | ✓     |
| Low Balance Threshold   | ✓       | ✓     |
| Balance and Usage       | ✓       | ✓     |
| Pending Auto Disconnect | ✓       | ✓     |
| High Usage              | ✓       | ✓     |

Check your account balance and usage, and make payments, using the Flint Energies mobile app.





## Kiosk locations\*

### Open 24 hours

#### Flint Energies Headquarters

3 S. Macon St., Reynolds  
Walk-up kiosk available

#### Flint Energies Member Center

98 Carl Vinson Pkwy., Warner Robins  
Drive-thru and walk-up kiosks available

#### Circle K

2699 Watson Blvd., Warner Robins  
1941 Watson Blvd., Warner Robins  
10136 Hawkinsville Rd., Warner Robins  
498 Ga. Hwy. 247, Bonaire  
107 Iffie Road, Perry

### Posted hours only

#### Freshway Market

233 Ga. Hwy. 49 S.  
Byron

#### Giant Foods

580 N. Davis Dr.  
Warner Robins

#### Piggly Wiggly

506 Spaulding Rd.  
Oglethorpe

#### Piggly Wiggly

1425 Rocky Creek Rd.  
Macon

#### Knoxville Store

912 U.S. 80 E.  
Roberta

#### Valero Travel Center

517 Perry Parkway  
Perry



Use a PaySite kiosk to add money to your account or pay your bill.  
Kiosks accept credit and debit cards, checks and cash.

\*Kiosk locations are subject to change.  
Check [flintenergies.com](http://flintenergies.com) for locations.

## Contact Us

If you have questions about your prepay account and cannot find the answers here or at [flintenergies.com](http://flintenergies.com), please contact a Member Solutions Representative at 1.800.342.3616.

Account questions cannot be answered via social media, but you can send an email to [hello@flintemc.com](mailto:hello@flintemc.com), which will be answered during regular business hours.

#### Flint Energies Headquarters

3 S. Macon Street  
Reynolds, Ga. 31076

#### Flint Energies Member Center

98 Carl Vinson Parkway  
Warner Robins, Ga. 31088

#### Flint Energies

13334 Macon Road  
Upatoi, Ga. 31829

Report outages at 888.354.6836,  
through the Flint Energies app or  
at [flintenergies.com](http://flintenergies.com).



Search for locations and  
locate your checkout barcode at  
[flintenergies.meridiancheckout.com/lookup](http://flintenergies.meridiancheckout.com/lookup).

# Flint Energies

Your Touchstone Energy® Cooperative



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## Prepay Account

## User's Guide

pay•your•way  
a prepay billing solution