

Text to Pay

User's Guide



Paying for power
is as easy as
the push of a button

Using just your phone, you can easily and instantly communicate with Flint Energies' bill system via interactive text messaging. The Text to Pay feature allows you to make a payment to your account via text message, using your stored credit/debit card or e-check profile. You must first have a profile stored to utilize this function.

How do I sign up?

Log in to the **Member Portal** at flintenergies.com. Go to the **My Alerts** tab to create your Alerts Profile. If you do not already receive texts, this will set you up to receive them. To text a payment, you must set up a credit/debit card or e-check profile on Flint Energies' mobile app or the Member Portal. If you prefer, you may call us at 800.342.3616 to set up your alerts and payment information.

How do I begin?

Text **JOIN** to 352667. When you receive your first text alert from Flint Energies, use the commands below to interact with the system.

Did my payment go through?

You will receive confirmation that your payment has been received, and it posts immediately to your account.

- HELP** – Gives you information about the service
- START** – Confirms you want the opt-in service
- STOP** – Opts you out of the service
- BAL** – Provides the current amount owed or the prepaid metering balance for those on Pay Your Way
- PAY** – Payment can be made using a stored debit/credit card or e-check profile
- MENU** – See a list of all available commands
- RESET** – Lets you restart the text session
- OUTAGE** – A power outage may be reported for up to four active accounts associated with your current mobile phone number on file
- CALL** - Delivers the Flint Energies phone number, in case you want to speak to an agent.