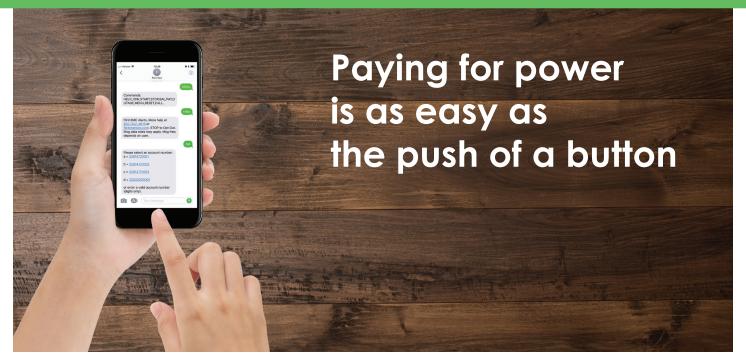
Text to Pay User's Guide





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.