

103.00 Prepaid Metering Accounts

Members opting into the prepaid metering program, In addition to Flint's standard rules and regulations appertained with in this document, will be held accountable to the prepaid metering terms set below:

Applicability/Availability: Flint Energies Prepaid metering program is available to all single phase, non-demand residential members that have 200 AMP service. Life Support and Medical Alert accounts are not eligible for prepaid service. Energy assistance is not available on prepay accounts.

New Members: New members opting in to prepay metering will be required to complete a membership application if an application is not currently on file. A membership fee of \$15.00, an account setup fee of \$15.00, and minimum of \$50.00 for daily usage (\$80.00 minimum total) is required for initial service. Prepaid accounts will be charged a standard residential energy and monthly service charges.

Existing Members: Existing members opting to convert their account to prepaid will have any existing deposits applied to account balances or to their prepay account. Members must pay in full all pre-existing fees and unbilled energy or select to participate in the debt management program before an account can be converted from postpaid to prepay. The new prepay account must have a minimum balance of \$50.00 for daily usage.

Debt Recovery: Existing members with account balances can use the debt management program. For each payment that is made on the prepaid account a portion will go towards the outstanding account balance. If debt recovery is utilized, 25% of each recharge (payment) will be applied to the debt until the balance is eliminated. Debt recovery will not be applied to the initial \$50.00 minimum balance.

Payments: Payments can be made at Flint Energies offices and remote payment stations during normal working hours. Payments can be made 24 hours a day via credit card, debit card, or check through the automated call system at 800-342-3616, or online at <http://www.flintenergies.com/>. Cash payments can be made 24 hours a day at one of the two PaySite™ kiosks.

Bill Viewing and Bill Calculation: Flint Energies will provide a service so you can view your daily usage, receive notifications, and make smaller payments as often as you would like or as your budget allows. The prepaid account will be calculated daily with daily adjustments of all charges and fees deducted from the prepaid credit balance.

Billing: Prepaid accounts do not receive paper statements. Prepay accounts are not eligible for e-bills. Daily prepaid account history (usage, charges and payments) will be available by phone or via the internet at <https://e-bill.flintemc.com/oscp/>. The website will also allow you to modify your notification settings. You are solely responsible for managing and updating the notification settings on your prepaid account(s). All low balance and disconnect notices will be sent in the manner you select for your account. Failure to maintain your notification settings may result in disconnection without further notice. Notifications can be sent via email, text, or IVR call outs.

Disconnection and Minimum Payments for Reconnection: A prepaid account will be subject to automated mechanical disconnection any time your account does not have a credit balance. Any returned checks or other fees on the account will be charged to the members' account immediately. If this causes the credit balance to be exhausted, service will be subject to disconnection. To restore service, you must recharge your account to a minimum of \$20.00.

Payment Arrangements: Prepaid accounts are not eligible for payment arrangements.

If an account is disconnected and does not become active after seven (7) days, the account will be considered inactive and Flint Energies will mail a final bill to the last known address on file.

Termination of Service and Final Billing: Service terminated at the request of the member will receive a refund of any remaining credit on the account after all final bill amounts have been calculated.

Conversion to Post-paid Service: You may elect to convert your account from prepay to post-paid service at any time, although you will be required to pay all account balances and may be subject to required deposits.

If ever in conflict with the general Service Rules and Regulations, the terms of service apply.