

**FLINT ENERGIES  
TEXT 2 PAY**

**Preparation to Use the Service**

- As a member, an online profile is NOT required to get an account balance, but your online profile (credit card or e-check) must be created before you can make a payment to an account.
- You can use text payments on any account that has your mobile phone number listed in the mobile phone field for that account.
- The mobile phone number has to be listed in the mobile phone field (not the business, home, or other phone field) in order to get an account balance.
- Members can set up their payment profile by logging on to [www.flintenergies.com](http://www.flintenergies.com).
  - Select "My Account"
  - Select "Account Profile"
  - Select "New User"
  - Then "Continue"
  - Member fills in the requested info. (You will need your Flint account number)
  - Click "Submit"
- Or call 800-342-3616 during business hours to set up your profile.

**Text Commands**

If you receive the following message after texting a command, wait about 2-3 minutes and try the text again.

Help

We're trying to locate your account information. Please send the message again in a few minutes.

Here is the successful reply to HELP:

Help

Flint EMC Alerts. More help at [800-342-3616](tel:800-342-3616) or [flintenergies.com](http://flintenergies.com). STOP to Opt Out. Msg data rates may apply. Msg freq depends on user.

If you received the welcome text message below and did not respond or no longer have it in your phone, text JOIN to 352667. Within a few minutes you will receive the original welcome text message below:

Join

Welcome to the FLINT EMC alert service. Msg Freq: Depends on user. Msg&Data rates may apply. START to opt in. STOP to cancel. HELP for help.

Once you receive the welcome message, open the message and reply by typing the word START and press send. (Note: If you have any signatures set up on your text messages you will have to erase the signature from the body of the text. The word 'START' should be the only thing in the reply message in order for the command to work)

Within 2-3 minutes of replying with the word START, you will receive the following text messages confirming we received your request to opt in. Shortly after you will receive the opt-in confirmation text below.

Start

We have received your request to opt in. Please give us 48 hours to process your request. Reply with STOP to Cancel.

You are now opted in for the FLINT EMC alert service. Msg Freq: Depends on user. Msg&Data rates may apply. STOP to cancel. HELP for help.

Successful request for Balance:

Bal

Please select an account number:

a = [32626650002](#)

or enter a valid account number (digits only).

When you receive this query above for Balance, type and text the letter next to the account number you want to select. Clicking the account number does not select the account. A valid account number must be the same texting mobile phone number in its file.



The account balance for account [32626650002](#) is -111.00.

The message will tell you if there is a credit balance, a balance, or a zero balance.

To Pay on your account:

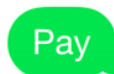


Please select an account number:  
a = [32626650002](#)  
or enter a valid account number (digits only).

If you receive the following text message you would need to log into your Flint account and save your debit/credit card or checking account info. The Pay command will only work if you have saved account information on file because there is not a way to text debit/credit card info or routing and account numbers.



No payment profile exists.  
Please contact Flint EMC at [800-342-3616](tel:800-342-3616) to set up a payment profile.



Please select an account number:  
a = [32626650002](#)  
or enter a valid account number (digits only).

The credit card you have saved on file will be verified before the payment is processed.

A

Please confirm the profile to be used for the payment: CC = Credit Card x-7309

If your account is at a zero balance you will receive the following message.

Cc

You do not currently have an account balance. Please reply with a payment amount if you still want to make a payment. X to cancel.

1.00

A payment will be made for \$1.00 using Credit Card ending in x-7309. C to Confirm X to Cancel

## Handy Text 2 Pay Instructions

HELP – Gives you information about the service

JOIN – Allows you to start the opt-in process

START – Confirms you want the opt-in service

STOP – Opts you out of the service

BAL – Gives the current amount owed. Select the letter corresponding to the account you wish to pay, then confirm your payment profile (Must have a pre-existing payment profile in place)

PAY – Enter the amount you want to pay

MENU – See a list of all the commands

RESET – Let's you start over

CALL – Delivers the Flint Energies phone number in case you want to speak to an agent