



## Billing Election Form *(Please Read Carefully)*

Blue Ridge Electric is providing the FlexPay billing option so you may structure your payment schedule to meet your budget needs, readily view your daily usage, and receive account status notifications and alerts. This option does not require a security deposit and is not subject to any delinquency fees or late payment charges.

### How to Establish FlexPay Service:

When an existing active residential account is converted to FlexPay service, the existing deposit (if applicable) is applied to the FlexPay account balance.

It is recommended that any previously billed or unbilled amounts owed to the cooperative be paid before an account is converted from conventional to FlexPay. As an alternative, and at the discretion of the Cooperative, when the FlexPay account is established, members may apply 30 percent of all future FlexPay account payments to any previous balance.

### FlexPay Service Program Overview:

*(The following is an overview of the FlexPay billing options. For specific information concerning FlexPay billing, please refer to the Cooperative's Service Rules and Regulations.)*

- Electric service for FlexPay accounts will be charged in accordance with the Cooperative's applicable Residential (R), Residential Conservation (RC), Residential All-Electric (RE) Rate Schedule and FlexPay Metering Rate Rider. All charges for kilowatt-hour (energy) usage will be applied on a daily basis. Flat monthly Basic Facilities Charges, including a \$10 Rate Rider, and any other applicable charges such as Security Lights and Operation Round Up® will be prorated and applied on a daily basis.
- To initially activate a FlexPay account, a minimum positive balance of \$50 is required.
- Members who receive FlexPay electric service are solely responsible for managing their account, maintaining a positive balance, and ensuring the alert notification settings are accurate. If your contact information is not correct, important account status notifications may not be received. To help ensure alerts can always be delivered, members should maintain more than one means of notification. Options include email, text or telephone.
- It is the member's responsibility and choice to communicate FlexPay program details to other adults at the residence.
- Payments can be made in any amount provided a positive balance is maintained on the account. Payments are accepted at any Cooperative office during normal working hours, 24 hours a day by telephone at 1-800-448-2383, or by logging on to [www.blueridgeemc.com](http://www.blueridgeemc.com) (online payments can be made by e-Check, debit or credit card.) Note: Payments will be required in certified funds (cash, money order, certified check, or credit card) if your account has two or more returned checks in a 12-month period. In the event of a returned check, a return check fee will be added to the account.
- FlexPay accounts will have a switch installed at the meter that enables automated remote disconnection/reconnection of service.
- A FlexPay account will be subject to disconnection any time the account does not have a positive balance.

- In the event of disconnection, and subsequent to reconnection; payment must be made for any unpaid daily charges that may have accrued prior to disconnection; as well as payment to establish a minimum positive balance of \$25 on the account.  
*(Note: For accounts with debt recovery in effect, unless specified otherwise, 30 percent of all payments apply to debt recovery/70 percent towards future power usage).*
- If an account is disconnected and does not reactivate within five (5) days, the account will be considered inactive and the cooperative will mail a final bill to the last known address on file.
- FlexPay accounts are not eligible for time extensions, payment arrangements, budget billing or bank draft. Energy assistance pledges and/or payments are applied to your account when payment is received.
- FlexPay accounts do not receive a monthly billing statement or eBill notification. With FlexPay billing, electric usage, charges and credits are posted to the account daily. Daily postings are reconciled to the account each month and any difference is credited or debited to the account.
- FlexPay account transaction details (account balance, kilowatt-hour usage, charges, and payments) are available via the internet at [www.myusage.com](http://www.myusage.com). Account balance is available 24/7 by calling 1-800-448-2383.
- You may elect to convert your FlexPay account back to conventional billing at any time by notifying the Cooperative (limited to once per 12-month period). In that event, the Cooperative will require payment of a deposit or other account security; plus any past due amounts and associated fees in order to activate conventional service.
- Blue Ridge Electric reserves the right to modify the Service Rules and Regulations at any time without prior notification. Current Service Rules and Regulations governing FlexPay billing may be found on the Cooperative's website at [www.blueridgeemc.com](http://www.blueridgeemc.com) under the member handbook link.

**As a Blue Ridge Electric member I hereby request FlexPay electric service, and understand and agree to abide by the Cooperative's Service Rules and Regulations and to the items stated above.**

Name: (print) \_\_\_\_\_ Account #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Blue Ridge Electric Representative: \_\_\_\_\_ Date: \_\_\_\_\_

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