

Helpful Reminders for Members on **FLEXpay**

Your Blue Ridge Electric FlexPay Account # is _____

- **Keep in mind you are solely responsible for managing your FlexPay account** by maintaining a positive balance and ensuring notification settings are correct. Updates can easily be made by logging on to your account at blueridgeemc.com/myaccount or by calling a Blue Ridge member services representative weekdays between 8 a.m. and 5 p.m.
- **Your account balance can also be accessed at any time by calling 1-800-451-5474.**
- **You should regularly monitor your account status on a regular basis at blueridgeemc.com/myaccount,** especially during periods of higher usage that may result from extreme weather, holidays, and lifestyle or equipment changes.
- **You can pay any amount as long as a positive balance is maintained.** For accounts with a debt recovery balance, unless specified otherwise, 30 percent of each payment applies to debt recovery and 70 percent towards future power usage.
- **A FlexPay account is subject to disconnection anytime the account does not have a positive balance.**
- **If a FlexPay account is disconnected, you must pay a minimum amount of the negative balance plus \$15 to reactivate service.** (Note: for accounts with debt recovery in effect, unless specified otherwise, 30 percent of all payments apply to debt recovery).
- **To help ensure you receive critical notifications, always maintain more than one means of notification.** Notification types include: Daily Balance/Low Balance (when below \$15)/Pending Disconnect/Disconnect/ Reconnect.
- **Notifications can be received by email, text message or phone call.** You can update notifications at any time by accessing your account at blueridgeemc.com/myaccount. If you are unsure about setting or changing a notification, please contact a Blue Ridge member services representative. If you change telephone numbers, be sure to update the number on your notification settings.
- **The time period settings to receive notifications should cover at least two hours.** Notification times should normally be set to receive after 7 a.m.
- **Payments can be made:**
 - ✓ 24/7 at blueridgeemc.com/myaccount.
 - ✓ 24/7 by telephone at 1-800-451-5474. Also for access balance/last payment information.
 - ✓ 24/7 at the payment kiosk located at each district office
 - ✓ 24/7 at U.S. Payments kiosks located at Harris Teeter (Shadowline Drive in Boone) and the Scotchman Convenience Store, US Hwy 321 across from Burger King in Hudson
 - ✓ At any Blue Ridge office during normal business days 8:30 a.m.-5:00 p.m. Monday-Friday.
 - ✓ At any Walmart customer service desk or CheckFree location. Member must provide Blue Ridge Electric account number. (Processing fee and longer posting time will apply.)
- **Reconnection of service typically occurs within two hours once sufficient payment has applied to the account.** If a FlexPay account has been disconnected more than four days, please contact a Blue Ridge representative before making payment.



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