



Purpose

PenTex FlexPay is an option which enables PenTex Energy members to manage and make payments for electric service as it is used.

Eligibility

New and existing **RESIDENTIAL** members may qualify for PenTex FlexPay.

Existing members may convert a current account to FlexPay. Deposits on existing accounts will be applied to outstanding balances (if any) and any remaining amount will be applied to the FlexPay account. Existing members with billed or unbilled account balances may either pay the existing balance at the time of conversion or may qualify for PenTex Energy's Debt Management Program (details below). FlexPay members are not eligible for levelized/average billing, automatic bank draft or participation in Direct Generation.

Security Deposit, Credit Check, Fees and Requirements

- No security deposit is required for FlexPay accounts.
- No credit check is required, but we will check our records for any outstanding balances.
- New members require a \$125.00 initial payment consisting of a \$25.00 connect fee and a \$100.00 FlexPay account credit for future electric usage.
- Existing PenTex members must begin their FlexPay account with a \$100.00 minimum credit balance.
- FlexPay members must have the ability to receive alerts and reminders via text, e-mail, the online customer portal or the PenTex mobile app.

Enrollment

To enroll in PenTex FlexPay, members must complete and submit the FlexPay Enrollment Form with full understanding that they will no longer receive paper billing statements or disconnect notices. Members must also have a membership application on file with PenTex Energy.

Debt Management

Existing members with account balances and members with previous outstanding debt may be eligible to use the Debt Management Program. After initial FlexPay enrollment, a minimum 40% of each payment will be applied to the debt until the balance is paid in full. The remaining 60% of each payment will be applied to the FlexPay account.

Establishment

Once a FlexPay account is established and a credit balance is realized, the member's account will bill daily for electric usage. The credit balance is reduced each day for this amount until the balance is exhausted or additional payments are made to the account.