



## **Flex Advantage Account Program**

### **Requirements:**

- To start a Flex Advantage account, you must begin with a minimum credit balance of \$50.00.
  - If you are on a traditionally billed account, you will need to pay your outstanding account balance, PLUS usage you've used since the last billing, PLUS \$50 for a credit on your account, LESS your deposit (if you have one on your account)
- You must have the ability to monitor your account usage and balance. This can be done online through your SmartHub account or by calling the LEC secure payment system at 833-890-6258.
- You must have at least one active notification method (phone, email, text) on file with LEC. You are responsible for keeping your information current so you can receive account notifications.

### **How It Works:**

- You begin with a credit balance on your account.
- Each day, your account is charged daily for the kWh you used the previous day, plus a system maintenance charge. Your credit balance is reduced by this amount.
- You will receive daily morning notifications when you have a credit balance of less than \$20.00.
  - You can manage your notification methods and settings using your SmartHub account.
- If you use all your credit balance, your service will automatically be disconnected at 10:00 a.m.
  - When your service is disconnected, it will continue to accrue a daily System Maintenance Charge. You are still responsible for payment to LEC of all accumulated charges.
  - To reconnect your service, you must pay enough to cover your overdue amount, PLUS create a new credit balance.
- If your service is disconnected for ten (10) consecutive days, your account will be closed, and a final bill will be issued.
  - If your account is closed, you must contact LEC during normal business hours to re-establish service.
- When you discontinue service, any outstanding credits or debits will be returned or billed to you.

### **Disconnect Exceptions:**

- Your service will not be disconnected if one or more of the following conditions apply. If your service is subject to disconnect on one of these days, it will be disconnected on the next applicable business day, unless you have re-established a credit balance.
  - LEC has received confirmation from an energy assistance program of approved funding in an amount that is enough to re-establish a credit balance on your account.
  - The temperature per NOAA's Eureka Ranger Station site is 15° F or colder.
  - On a Friday, Saturday, Sunday, or LEC-observed holidays.

### **Payment Information:**

LEC's office is open 7:00 a.m. – 5:30 p.m. Monday – Thursday, excluding LEC-observed holidays and special advertised closures. Our address is 312 Osloski Road, PO Box 628, Eureka, MT 59917.

- Payment will show on your account immediately if you pay one of these ways:
  - In person at LEC's office during normal business hours.
  - 24/7 Methods:
    - Cash, checking account, or debit/credit card at the PaySite kiosk located in LEC's foyer.
    - Checking account, or debit/credit card via SmartHub online.
    - Checking account, or debit/credit card via phone payment system 833-590-6258.
- Payment will not be processed immediately if you pay:
  - By depositing a check or money order in our dropbox at the LEC office or at the Interbel office at 300 Dewey Ave, Eureka, MT.
  - By mailing a check or money order.



## Flex Advantage Account Application

Member Name(s): \_\_\_\_\_

LEC Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Meter Number(s): \_\_\_\_\_

### **Acknowledgement:**

By signing this form to add or convert to a Flex Advantage account with LEC, I certify that I understand the following program requirements and limitations.

- I will not receive a printed bill.
- I will NOT be given a written notice for disconnect.
- My service will be automatically disconnected if I use all my credit balance.
  - To reconnect, I must pay enough to create a new credit on my account.
- I am responsible for managing my notification methods and settings through my SmartHub account or secure phone payment system, including updating my contact information as needed.
- If I rent, my landlord may be notified of pending disconnects.
- I will receive a daily system maintenance charge regardless of my kWh usage. This charge continues to accrue daily even if my service is disconnected.
- I am not eligible for payment arrangements.
- I am responsible for monitoring my usage and account balance.
- I may elect to convert to a traditionally billed account at any time. If I choose to do so, I understand LEC may require full payment of a calculated deposit as a condition of continued service.

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

Printed Name: \_\_\_\_\_

### ***For Office Use – Amount Due to Establish Flex Advantage:***

Outstanding Account Balance: \$ \_\_\_\_\_

PLUS Unbilled Charges: \$ \_\_\_\_\_

PLUS Starting Credit Needed: \$ 50.00 \_\_\_\_\_

**Subtotal:** \$ \_\_\_\_\_

LESS Existing Account Deposit: \$ \_\_\_\_\_

**Total Owed:** \$ \_\_\_\_\_