

The Magnolia Electric Power Flexpay program allows members to:

- Say goodbye to deposits and monthly bills
- Customize a payment schedule
- Buy electricity when convenient
- Monitor consumption

WHAT IS FLEXPAY ?

Flexpay is a pay-as-you-go plan that offers the opportunity to pay when you want, in the amounts you want. Instead of receiving a traditional paper bill each month, use is calculated daily. Flexpay members never pay a late charge, disconnect, or reconnect fee. New members pay a standard refundable \$20 membership fee, a \$40 connect fee, and an initial \$50 Flexpay amount.



IS FLEXPAY THE RIGHT CHOICE FOR ME?

Would it be easier for you to make weekly or biweekly payments rather than one large payment each month? If so, Flexpay may be for you.

Statistics indicate Flexpay electricity programs help lower electric consumption due to members' awareness of use patterns. Therefore, any member interested in monitoring and lowering his or her electricity use would potentially benefit from the Flexpay program.



I HAVE A TRADITIONAL ACCOUNT. CAN I SWITCH TO FLEXPAY?

Yes! You can switch to a Flexpay* account even if you already have service with Magnolia Electric Power. Any existing security deposit will be applied to your current account. In most cases, an outstanding balance can be spread out over a period of time. If an agreement is made to spread an existing balance, anytime you purchase energy for your Flexpay account, a portion of the money paid will go toward paying for your old outstanding balance.

*Restrictions may apply.



WHEN WILL I RECEIVE A 'LOW BALANCE' NOTICE?

When you set up your Flexpay account, you will set the balance at which you will begin to receive low balance notifications.

WHAT IF MY FLEXPAY ACCOUNT RUNS LOW?

You will receive a low balance notice via email or phone or text message. This will give you time to purchase power before the meter actually stops. If you do not make a payment, you will receive a pending disconnect notice via the method you choose (email, automated calling service, or text message). If you still do not purchase more power, the meter will stop and the power will turn off. However, purchasing more power is quick and easy, even on weekends and holidays, online or by telephone. Once a payment is made, your power will reconnect shortly thereafter.



HOW DO I MAKE PAYMENTS?

Payments can be made anytime by telephone or online, or in our kiosk located in the foyer of the MEPA headquarters, or they can be made in person during normal business hours. Electricity use may be viewed on our website.



Telephone: 1-877-779-7740

Web site: MEPCoop.com, option: Pay Bill

More answers about



WILL I RECEIVE A BILL?

No. Flexpay accounts do not receive a monthly bill.

WILL I PAY A DEPOSIT FOR FLEXPAY?

No. Flexpay members do not pay a deposit. This puts your deposit money working for you NOW!



HOW CAN I CHECK MY BALANCE?

You can log into MEPCoop.com at any time to get your up-to-the minute account balance. You will need the login and password on your Flexpay account. You can also call 1-877-779-7740. You must have your account number before you call. Download the SmartHub app from the Apple App or Google Play stores. Remember that Flexpay is a self-managed program.

HOW MUCH MONEY SHOULD I KEEP IN MY FLEXPAY ACCOUNT?

That is entirely up to you! The advantage of the Flexpay program is that it fits YOUR budget. Initially we require \$50, but after that, you can buy enough energy to last until payday, or you can buy enough to last several months!

HOW DO I MAKE FLEXPAY WORK FOR ME?

Flexpay works best for people who want to take control of their electric account and energy use. By monitoring your consumption on a regular basis, you will begin to notice patterns in your day-to-day use. Any variation from this pattern, such as a houseguest or a vacation when little energy is being used, will become evident as you monitor your account. Monitoring and controlling daily use can help keep electrical costs down.



A Mississippi Cooperative

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**ACCOUNT
MANAGEMENT**



Pay as you go

TODAY

*Start My
Flexpay Account
Today*



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