



Payment Tips

How to stay on good terms with your utility

- Open your bill as soon as you receive it. Plan on paying by the due date.
- Contact your utility Customer Service department with questions about your bill.
- Always make a payment. Any payment is better than no payment.
- Let Customer Service know if you have difficulties in paying the bill in full by the due date. Find out if you can make payment arrangements.
- Keep documentation of all payment arrangements. Call Customer Service if an emergency prevents you from keeping a payment arrangement.
- Some utilities report credit problems like missed payments, shut offs, late payments or bounced checks. These can hurt your credit rating/scores.
- Don't wait until the last minute to take care of your bill.
- If you are at risk of making a late payment, use the fastest payment options possible.
 - **Fastest**
 - Pay in person at the utility.
 - Pay by phone using your credit or debit card.
 - Set up direct withdrawal from your checking account each month. (But be sure you have enough funds in your account each month when the bill is due.)
 - Pay over the internet (this can take up to two days to post to your account).
 - **Slowest**
 - Mailing a payment can take 5-8 business days.
 - Paying at a drop box or off-site payment station can take 5-8 business days.
- Keep making monthly payments on your utility account before and after the energy assistance funds are paid to your account.
- Pay a little extra during the summer months to create a credit for the winter months.
- Ask about an "even-payment plan" option. Even-payment plans take your previous year's usage and charge you the average monthly amount. This makes your bill the same each month, which helps with budgeting for your monthly expenses.
- If your check bounces or your service is disconnected for non-payment, you may be charged a fee. The utility company may not accept your checks for a period of time after this.
- If your power is turned off, most utility companies automatically charge a deposit to your account.
- Before moving to a new residence, check with the utility. They may tell you the high and low bills from the previous tenant. While you may not have specifics, it helps to get an idea of what your energy bills might be. Also, find out if you will need to pay a deposit and how much.