

Automatic Bill Payment

It's convenient & easy...
sign up Today

How do I sign up for automatic bill payment?

Simply complete the request form on this bill insert, sign it, enclose a voided check and mail to:

Carroll Electric Cooperative, Inc.

PO Box 67
Carrollton, Ohio 44615

MEMBER INFORMATION

Member Name _____

Address _____

City _____ State _____ ZIP _____

Phone _____ Email _____

Co-op Account Number _____

BANK INFORMATION

Financial Institution _____

Type of Account Checking Savings Account Number _____

Please send a voided check with this authorization

I authorize Carroll Electric Cooperative Inc. to instruct my financial institution to make my payment from the account listed above on or about the 10th of every month* for the purpose of paying my electric bill. This authorization will remain in effect until I notify Carroll Electric Cooperative Inc., in writing, of my intent to cancel.

Signature _____ Date _____

Signature _____ Date _____

* In the event the 10th of the month falls on a non-working day, the amount will be deducted on the first working day after the 10th, or as soon as practical.

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Using Carroll Electric Cooperative Inc.'s Automatic Bill Payment system is simple. All you have to do is sign up.

Is there a charge for this service?

Carroll Electric Cooperative Inc. does not charge its customers for automatic bill payment. It is best to ask your financial institution if it has a charge. If it does, the charge is usually less than a paper check charge.

How do I know when automatic payment begins?

After your account is converted, "automatic bill payment" will appear on your bill. This usually takes less than 30 days.

How will I know how much my bill is?

Carroll Electric Cooperative, Inc. will send a monthly billing statement approximately the first of each month, just as it does now. The amount due will be deducted from your bank account on the 10th of the month and transferred to Carroll Electric. If the 10th falls on a non-working day, the amount will be deducted on the first working day after the 10th or as soon as practical.

What if I have questions about my bill?

You should call Carroll Electric Cooperative, Inc. at 330-627-2116 before the 10th of the month.

Do not call your financial institution.

What if there isn't enough money in my account?

Carroll Electric will mail you a billing notice about 10 days prior to the date we will transfer funds from your account. This will give you adequate time to ensure sufficient funds are in your account. If there are not sufficient funds, the transaction will be treated like a bounced check, and there will be additional charges from your bank and Carroll Electric Cooperative, Inc.

How will I know the bill has been paid?

The fund transfer will be itemized on the monthly account statement you receive from your bank.

Can I cancel the payment plan?

Yes. You control your payments and can cancel the automatic bill payment plan at any time. Simply notify Carroll Electric Cooperative Inc., in writing, that you wish to cancel this plan.