

Bank/Credit Card Draft Frequently Asked Questions

What is a bank/credit card draft?

A draft is a method by which the REMC draws money from your bank account or credit/debit card to pay your monthly electric bill. The payment is made automatically each month.

How will the payment draft work?

Once you sign up for the draft program, you will receive your bill each month as usual by mail or email. Included on the bill will be a statement, "**To be paid by draft,**" as shown on the example bill we have included in this packet. We will draft your account one business day before your bill due date.

Do I need to have an account at any specific banking institution?

No. You can have an account at any financial institution in the United States.

Is there a charge for the payment draft?

No. Neither the REMC or your bank will charge you for this service.

Can I cancel the draft program whenever I wish?

You can cancel the payment draft program at any time with verbal or written notice to the REMC.

How will this affect budget billing?

If your account is set up on the budget billing program, your bill will appear as it has in the past. The only change is that the payment will be drafted each month automatically for you.

How do I sign up for the draft program?

If you are interested in a **bank draft**, you can fill out the authorization form attached or call our office. Please include all information asked for, and be sure to attach a check marked "VOID" from your bank account. Mail the form to the REMC, and we will do the rest.

To sign up for a **credit card draft**, give us a call or stop in the office, and we can set it up for you over the telephone or in person.

After I send in the authorization form, how long will it take before my payments are made automatically by bank draft? (For bank drafts only)

As soon as we receive your authorization form, we will put the information on your billing file. When this is completed, we are required to do a pre-notification to your bank to double-check the information for accuracy. Once the information has been verified, your bill will include the message "To be paid by draft," as shown on the sample bill we have included in your packet.

Who do I contact if I have more questions?

Call the LaGrange County REMC office at 877-463-7165, or email us at customerservice@lagrangeremc.com.