

Questions & Answers

Q: How does Mohave Easy Pay work?

A: Even after the bank draft service goes into affect, you will get an electric bill each month showing the amount billed and all account information. A message on the bill states that the bank account you specified on this form has been drafted for the net amount of the bill. The withdrawal will not be made before the due date printed on the bill. Your regular bank statement will show this transaction.

Q: What if I disagree with the bill?

A: You must contact Mohave Electric about billing questions prior to the due date on the bill. If we can't resolve the matter by the scheduled bank draft date, your account will be removed from Mohave Easy Pay for the billing cycle involved, then reinstated, automatically.

Q: How do I enroll in Mohave Easy Pay?

A: Fill out the authorization form on the other side and attach a voided check. Return everything with your bill payment or drop it at our Customer Service Office at 928 Hancock Road, Bullhead City. **Easy Pay activation takes 30 to 60 days.** Stop paying directly *only* when your electric bill contains the message: "BANK DRAFTED. DO NOT PAY."

Q: If I have more than one service under the same account number, do I need to complete a form for each?

A: No. Once you enroll for one location, **all service locations under that account will be drafted.**



Now you can sign up for automatic bill payment directly through your bank! This is the simple, convenient, and reliable way to pay for electric service.

- ✓ **Why write checks?**
- ✓ **Why stand in line?**
- ✓ **Why worry about lost or late payments or late charges?**
- ✓ **Why worry about bill payments while away for long periods?**
- ✓ **Why not save money on mailing and postage costs?**

For additional information, call us at

(928) 763-4115

www.mohaveelectric.com



Automatic and Convenient Bill Payment Service



MOHAVE ELECTRIC COOPERATIVE, INC.

MOHAVE EASY PAY APPLICATION & AUTHORIZATION

FREE automatic withdrawal bill payment service.

NOTICE: DO NOT SEND AN APPLICATION IF YOU ARE ALREADY ENROLLED.

CUSTOMER INFORMATION

Name _____

Billing Address _____

City _____ State _____ Zip _____

Work Phone (_____) _____ Home Phone (_____) _____

Mohave Electric Account Number _____

BANK INFORMATION

Financial Institution _____

Checking Account No. _____

I authorize Mohave Electric Cooperative, Inc. to instruct my financial institution to make my monthly electric bill payments from the account specified above. Payment will be made on the scheduled due date shown on my electric bill.

I understand that if I choose to discontinue this payment service, I must notify Mohave Electric Cooperative in writing at least ten (10) days prior to the scheduled due date.

Signature _____ Date _____



ENCLOSE A VOIDED CHECK



Check Number _____

Return with bill payment or bring to the Customer Service Office
928 Hancock Road, Bullhead City, AZ 86442

