

Southeastern Indiana REMC



About Plastic Pay! . . .

Each month your bill amount will be deducted from your credit card account. You will receive a billing statement prior to withdrawal so you'll know how much is being withdrawn to pay your bill. No more checks to write or last minute rush to pay your bill on time! Sign up for Plastic Pay today!

Questions and answers:

Q. How do I enroll?

A. To enroll in Plastic Pay, just complete the authorization form below and enclose it with your normal bill payment. Or sign up on Smarthub web or app to enroll in auto pay.

Q. Once I've sent in my enrollment form, how will I know when the automatic payments begin?

A. A special message printed on your billing statement will let you know that you are set up for automatic payment.

Q. How will I know how much my bill is and when will the bill be paid?

A. You will continue to receive your billing statement from Southeastern Indiana REMC showing the due date and the amount owed. **Your card will be debited on the 22nd of the month, excluding weekends and holidays.** You can view and pay your bill on Smarthub web or App.

Q. How can I be sure my bill has been paid?

A. Your payment will be itemized on your credit card statement.

Q. What if I have a question about the amount of the bill or if the bill was paid?

A. For questions about the bill amount, contact our office at 1-812-689-4111 at least three business days before the due date shown on your billing statement. Questions about bill payments can also be directed to the same phone number.

Q. Can I stop the automatic bill payment plan?

A. Yes. Simply call Southeastern Indiana REMC at 1-812-689-4111. Please allow ample time to process your request. If you signed up on Smarthub you can go to your profile and make those adjustments.

Q. Is there a charge for this service?

A. No. Plastic Pay is a free service for Southeastern Indiana REMC customers.

Cut form here and send in bottom portion

Authorization Form

Customer Information

Customer Name (as it appears on bill)

Service Address

City State

Telephone

Southeastern Indiana REMC Account Number

X
Signature

Date

Name (as it appears on card)

Credit Card Account Number

Expiration Date

Card Type*

*Master Card, Visa and Discover

Please notify Southeastern Indiana REMC of any changes to your credit card account.

Authorization Form

I authorize Southeastern Indiana REMC to debit the designated credit card to pay my total bill. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify Southeastern Indiana REMC in such time and manner so as to afford the company reasonable opportunity to act on it. Discontinuance of this payment service shall not affect any amounts owed by me to the company.

Your Personal Credit Card Information