



March 8, 2017

Automated Telephone Bill Pay Line Now Available

1-855-980-6821

Southwest Rural Electric Cooperative has a new telephone line that can make it easier for members to pay their utility bills.

Members who wish to pay by phone with a credit, prepaid or debit card may now call a designated number: **1-855-980-6821**.

When calls are answered, callers will hear a prompt to enter their account number and payment information. It's easy and secure, and members can call day or night. The payment will be processed and quickly posted to the proper account.

The new, automated telephone service gives members an additional option for making payments at any hour of the day, any day of the week.

Traditional Number

The traditional SWRE telephone number, **1-800-256-7973**, may still be used, as always, to contact SWRE personnel, report outages or conduct other business.

Other Payment Options

Members may still make payments via the co-op's website, swre.com, or the SWRE app on tablets and smartphones. Payments also are accepted at designated banks throughout the service area. Members must be aware, however, that bank payments should be made at least 10 days before their bill's due date. It often takes up to 10 days for payments made at banks to be received by SWRE.

Any account for which SWRE has not received payment by the due date is subject to disconnection, even if payment is in transit by mail from a bank. That is because the co-op has no way of knowing when payments have been made at a bank.

Reconnecting Service

SWRE bills not received by the due date are subject to disconnection. Services that are disconnected for lack of payment will NOT be reconnected until the bill is paid.

During traditional business hours, members may call for services to be reinstated. After business hours, disconnected members may make payment via the new, automated bill-pay line using a credit card, prepaid card or debit card.

When payment has been made, members should call the traditional SWRE line to request that service be reinstated.

The fee for reinstatement of service for unpaid accounts is \$40 if the restoration is done during business hours and \$120 if the service is performed outside business hours. This fee will be added to the next month's bill.

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