

## Automatic Payment Plan FAQs

### How do you benefit?

- There are no checks to write—it saves you time and postage.
- You never have to worry about lost or misplaced statements—your payment will always be paid on time.
- Eliminate the possibility of late payment fees.
- Participation is FREE!

### How do I sign up?

It's easy! Electric members and SwiftCurrent Connect customers can sign up through SmarHub or complete the [ACH Authorization Form](#) and mail it our office at PO Box 420, Ellsworth, WI 54011.

In signing up for Automatic Payment, you acknowledge that the origination of the ACH transactions from your account must comply with the provisions of the United States law, and for non-consumers, you agree to be bound by the provisions of the Nacha Operating Rules.

### How long will it take before my bill is paid automatically?

In most cases your automatic payment withdrawal will be implemented immediately and will begin with the current bill.

### How will my bills be paid?

PPCS/SwiftCurrent Connect will inform your financial institution of the amount due. Payment will be automatically withdrawn from the designated checking or savings account\* on or about the due date indicated on your bill.

If your payment is returned unpaid, a fee of **\$30.00** will be added to your charges at that time. (This fee represents the charge placed on Pierce Pepin Cooperative Services by its financial institution when a returned payment is processed.)

### How will I know the amount of my bill and if it has been paid?

Each automatic payment will be clearly itemized on your monthly billing statement from PPCS and on your monthly statement from your financial institution.

### What if I want to stop participating in the plan?

You may cancel participation in the Automatic Payment Plan at least two (2) business days prior to the due date. Simply contact PPCS/SwiftCurrent Connect at 715-273-4355, 800-924-2133 or [email](#).

### What if I have questions?

Contact PPCS/SwiftCurrent Connect at 715-273-4355, 800-924-2133 or [email](#).