

## Payment Options

**AutoPay** is a quick and convenient way to pay your bill each month and maintain an excellent payment history with us. Consider signing up today!

**Electronic Funds Transfer (EFT)** saves a check by having your bill electronically debited from your checking account. Once AutoPay is set up on your account, this will happen automatically each month.

**Visa/MasterCards** can also be set up for automatic recurring payments. And paying with a debit or credit card can possibly accrue rewards through your credit card company!



If you like to manage your account and view/pay bills online, then our **Ebill** site is the way to go! Sign up today by clicking the **Ebill** link on [www.epud.org](http://www.epud.org). The benefits are:

- Pay with any credit or debit card with a Visa or MasterCard logo OR pay from your checking account (we'll need your 9-digit routing number)
- Payments made via **Ebill** are posted to the account immediately (within 5 minutes)
- **Ebill** is a secure site; payment information is not stored on **Ebill** unless the customer stores it
- Stored payment information is encrypted; EPUD employees can only see the last four digits of card number or checking account number
- View past bills with the complete information that's shown on printed statements
- Use **Ebill** to update contact information, sign up for AutoPay, or stop service

### Paperless Billing

Take your **Ebill** account one step further by going paperless. Click the Discontinue Mailing My Printed Statements box when signing up OR, if already signed up on our **Ebill** site, log onto your account, click View My Bill, Stop/Start/Print Bill, then uncheck Send Me a Statement by Mail for each account you'd like to go paperless with. Finally, click Update. Benefits of paperless billing:

- Save money, trees and time by going paperless—no postage, paper statements or wait time
- Emailed notifications show basic account information (account number, balance, due date) and contain a link to the **Ebill** webpage where the statement can be viewed in full detail.
- You are not required to pay with **Ebill**—you can still pay by mail, phone, or in person.



**Budgeting**—EPUD now offers two convenient options to make budgeting for your bill easier.

**Average Pay** levels out your monthly payment to avoid the “ups and downs” typical for summers and winters here in the Northwest. Each month, this plan calculates an average based on your service location’s previous 12-month history and charges you that average on your monthly bill. Your payment will vary a small amount each month, as the average changes with your usage.

**Equal Pay** calculates an average of your service location’s 12-month history and charges you that same average amount each month for 12 months. A new monthly payment amount is recalculated annually by averaging the previous year’s history. At the time of this recalculation, any remaining account balance or credit is spread out over the next year into 12 even monthly installments, either as a credit or a charge (the amount is either added or subtracted to your Equal Pay amount for the next year). Please note: We may change your Equal Pay amount at any time throughout the year to ensure that you do not have a large amount owing at the end of the year.

Note: The Average Pay and Equal Pay options do not provide discounted rates.

# Payment Assistance

## Collections

If you're having difficulty paying your bill by the due date, please contact us to ask about payment arrangements and/or payment assistance. As part of our collection process, past-due reminders, final notices, and phone calls may occur even when an arrangement has been made. Please keep in mind that payment arrangements are formal agreements which, if broken, could result in disconnection of service without additional notice. In the event an account balance becomes past-due, service charges established by EPUD may be added to a customer's account to cover the costs of collection efforts, including processing returned checks, hand-delivering notices, and disconnecting/reconnecting service.

### Example of collection process:

Billing date	07/01/09
Due date	07/16/09
Reminder w/2nd bill	08/01/09
Final notice on 1st bill	08/06/09
Phone call	08/13/09
Eligible for disconnect	08/16/09

**Note:** Collection processes will not land on weekends or holidays.



## Payment Assistance

**Helping Hands** is a seasonal program funded by EPUD customers and administered with help from various community agencies. It usually opens in February and remains open until funds are exhausted on a first-come first-served basis. There is no waiting list. Call EPUD, 746-1583 for a referral.

**Reach (Residential Energy Assistance Challenge)** is an assistance program available year-round, serving a predetermined number of customers each year on a first-come first-served basis. Call Lane County Human Services Commission at 682-3071 for information.

**ERAP (Emerald Rate Assistance Program)** is an assistance program available year-round for households with a senior or a disabled person. ERAP is funded by EPUD and administered by Lane County Human Services Commission. Call 682-3378 for information.

**AFP (Arrearage Forgiveness Program)** is an assistance program available year-round, serving a predetermined number of households each year. It is funded by EPUD and administered by Lane County Human Services Commission. Call 682-3071 for information.

**LIEAP (Low Income Energy Assistance Program)** is a federally funded program managed by Lane County Human Services Commission and administered by various agencies. Generally, seniors (age 60 and over) are prioritized and are served by the various senior centers in our communities starting each November.

### For Information

(Eugene) The Celeste Campbell Senior Center 682-5354; (Springfield) The Willamalane Adult Activity Center 736-4406; (Cottage Grove) The Cottage Grove Senior Connections 682-7804; (Veneta) The Garcia Service Center 935-2262; (Junction City) Viking Sal Senior Center 998-8445

LIEAP usually opens for the general public (age 59 and younger) each December. For Information: (Eugene) St. Vincent de Paul 461-8794; (Springfield) Catholic Community Services 747-8349; (Cottage Grove) Community Sharing 942-6492

Other assistance agencies: (Junction City) Junction City Local Aid 998-3992; (Veneta) Mid-Lane Community Chest 935-0948; (Southern Lane County) Cottage Grove Community Sharing 942-2176

