

Important Billing Answers

Payments:

Payments can be mailed, made at the office or placed in our 24 hour drive up drop box.

Payments Due:

All payments are due and payable on receipt of statement. A finance charge of 1.5% will be added if payment is not received in our office by the due date.

Payment Options:

- Cash - do not mail cash.
- Check – a \$30.00 fee will apply to all returned paper or electronic checks.
- Money order
- On-Line Bill Payment – Electronic Check, Debit or Credit Cards accepted: Discover, MasterCard and VISA. A small convenience fee applies to all transactions with a limit of \$600.00 per transaction.
- Bank Draft Autopay: Your bill is automatically deducted from a checking or savings account: City – 20th of every month; Rural – last working day of every month. Member will continue to receive monthly electric bill for their record. A \$30.00 fee will apply to all returned bank drafts.

Billing Dates for City Customers:

- City meters are usually read between the 12th & 20th of the month.
- Bills are mailed on the last working day of the month.
- Due date is the 20th of the following month.
- A rights and responsibilities notice will be mailed following the due date. This notice reminds the member of the due date and allows 12 additional days to make payment or arrangements.

Billing Dates for Rural Customers:

- Rural meters are usually read between the 24th & 27th of the month.
- Bills are mailed on the 15th of the month.
- Due date is the 5th of the following month.
- A rights and responsibilities notice will be mailed following the due date. This notice reminds the member of the due date and allows 12 additional days to make payment or arrangements.

Arrangements for Payment:

Chariton Valley Electric is here to help our members pay their electric bill. We understand sometimes that circumstances keep this from happening. **If you are unable to make your scheduled payment, please contact our office so we can make arrangements for you.**

Unresolved Issues:

If you have a complaint that Chariton Valley Electric Cooperative is unable to resolve, you may request assistance from the Iowa Utilities Board.