

**KETCHIKAN PUBLIC UTILITIES  
ELECTRIC/TELEPHONE CONVENIENT CHARGE PROGRAM  
AUTHORIZATION**

I authorize KPU to instruct my selected credit card company to provide payment for my electric/telephone account(s) each month from the account listed below. If at any time I decide to discontinue this Convenient Charge plan, I will notify KPU at least fifteen days before the next payment(s) is/are due. I understand this authorization supercedes any prior Charge Programs I previously signed up for.

Today's Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

**(As shown on bill)**

Service Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Email Address: \_\_\_\_\_

**(If different from service address)**

Print Name / Mailing Address: \_\_\_\_\_

**(As it appears on credit card)**

Credit Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_\_

**VISA**

**MASTERCARD**

(check one)

I understand that should my VISA/MASTERCARD be declined my account(s) will be subject to penalties and my telephone/electric service may be suspended for non-payment. I understand that if my credit card is declined my account(s) may be removed from the Convenient Charge plan.

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

**Please list below the billing name and account number as shown on your monthly billing statement for each account that you wish to include in the Convenient Charge program. We will only process account(s) listed below:**

Billing Name: \_\_\_\_\_ Billing Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Phone #: \_\_\_\_\_

Elect #: \_\_\_\_\_ Elect #: \_\_\_\_\_

Billing Name: \_\_\_\_\_ Billing Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Phone #: \_\_\_\_\_

Elect #: \_\_\_\_\_ Elect #: \_\_\_\_\_

Billing Name: \_\_\_\_\_ Billing Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Phone #: \_\_\_\_\_

Elect #: \_\_\_\_\_ Elect #: \_\_\_\_\_

**RETURN WITH YOUR TELEPHONE/ELECTRIC PAYMENT**

### **What is Convenient Charge?**

Convenient Charge is a program that conveniently pays your electric/telephone bill from your selected VISA or MasterCard account automatically each month.

### **What are the benefits of Convenient Charge Program?**

This offers our customers a convenient method of making time sensitive payments without writing a check or stopping by our office. Even if you're out of town, your electric/telephone account(s) will be automatically paid. No hassles involved and no due dates to remember.

### **Will I still receive a electric/telephone bill?**

You will still continue to receive monthly, itemized electric/telephone billing statements indicating the amount that the Convenient Charge plan will charge to your selected credit card.

### **Is Convenient Charge reliable and safe?**

Convenient Charge is a safe, reliable way to pay your electric/telephone bill. When you enroll in the Convenient Charge plan, you are giving KPU permission to monthly charge the amount of your electric/telephone bill to your selected credit card. The withdrawals are done electronically every month. Your monthly credit card statement will inform you of the charge each month.

### **What happens if my Credit Card charge is declined?**

You will either receive a letter in the mail or telephone call notifying you that your credit card was declined and that you will need to supply us with an alternative method of payment. When necessary, you will also need to notify KPU Customer Service of any new expiration dates to avoid declining payments.

## **TERMS OF AGREEMENT**

The plan is to remain in effect until KPU receives written cancellation from the customer or until otherwise terminated, modified, amended, added to or changed by KPU.

The customer has the right to be removed from the Convenient Charge program by notifying KPU at least fifteen (15) days prior to their payment due date(s). If no notification occurs, the customer is responsible for payment. The customer is also responsible for any late or unpaid balances.

The customer is responsible for notifying KPU of any errors within 30 days of the Convenient Charge payment. KPU is not responsible for errors discovered after 30 days.

KPU reserves the right to remove a customer from the Convenient Charge plan due to declined payments. There is a 12 month waiting period of on time payments before this automatic payment option will be reinstated. The customer will be charged a late payment penalty, if applicable.

If the credit card expires or the number changes, it is the customer's responsibility to notify KPU of the new expiration date and/or new card number.

You may become a Convenient Charge participant simply by filling out the payment authorization form on the reverse side of this form. You will need to list all of the electric/telephone accounts that you would like to include in the Convenient Charge program and return to KPU Customer Service, located at 2417 Tongass Ave Ketchikan Ste 119D, AK 99901. Please call our Customer Service Division at 907-228-5474 or toll free 888-478-5474 for further information.