

IMPORTANT NOTICE
BILLING AND DUE DATES ARE CHANGING

Richland Electric Cooperative bill delivery dates and due dates are changing in order to allow enhanced energy usage information and more online options for reviewing your energy bill. Beginning next month, you will notice your electric bill arrived a little sooner. In October your bill should arrive shortly after processing which will occur on the 6th, then in November it will arrive even sooner as processing will occur on the 2nd of November. We will typically process billing on the 2nd (unless the 2nd is a weekend or holiday) in all future months.

As a consequence of the bill processing taking place sooner, the last date for payments to be made without incurring a penalty or a late fee will change to the 25th of the month in which you receive a bill. Today bills incur penalty if not paid by the 5th of the month after you receive your bill. You will still have approximately 20 days after you receive your bill to pay without incurring any late fee. The due date will not change until you receive your bill in October.

We understand that you may have to make adjustments to accommodate the new, earlier due date. During the months of October and November we will waive any penalty or late fee for bills due on the 25th until the 5th of the following month. This is just a little extra grace period to help you make the transition.

Members who have their bill paid automatically by Automated Clearing House (ACH) should have received a separate letter announcing the change. It is important for those members to return the questionnaire they received as soon as possible, or simply call our office to select the payment date of their choosing- either the 15th or the 25th.

We're excited about many of the new offerings we will be able to provide in the future as a result of this change but we also understand how changing the due date can be disruptive. That's why we will work with you or other members to make this transition as easy as possible.

If you want more information or need help in changing your payment method, please feel free to call our office at 608-647-3173 and we'll be happy to assist.