

SUREPAY

THE EASIEST MOST CONVENIENT WAY TO PAY YOUR ELECTRIC BILL

PAYMENT OF YOUR ACCOUNT

Your bank account will be charged automatically 10 days after the statement date on your bill. This will go into effect starting on March 1, 1998.

HOW TO SIGN UP

Complete the enclosed Authorization Agreement and return to the NORA office as soon as possible. This service is being offered for your convenience. Your participation is voluntary and can be terminated upon request. Just notify NORA in writing that it is to be terminated and give us a reasonable amount of time to act on it.

PROOF OF ELECTRIC PAYMENT

Your financial institution will provide a statement of your SurePay Transfer. Their statement is proof of payment of your electric bill. Telephone, write, or come in if the transfer amount should differ from the amount on your electric bill statement.

PROBLEM WITH YOUR BILL

NORA will still mail your monthly electric statement to you. Please review your statement and if there is a problem let us know as soon as possible. Many times the problem can be corrected within 7 days of the statement date on your bill.

PAYMENTS RETURNED TO NORA

Should your financial institution return a SurePay transfer due to insufficient funds in your account, the return payment will be subject to established charges for a returned check. Your SurePay account will also be terminated at that time. You will have to sign up again if you still want to be on SurePay.

HOW TO STOP PAYMENT

If at any time you wish to stop any automatic payment, please contact your financial institution 3 business days or more before the payment is scheduled to be made. Of course, the Stop Payment may be subject to a charge by your financial institution.

FOR FURTHER INFORMATION CONTACT:

Northern Rio Arriba Electric
Cooperative, Inc.

PO Box 217

1135 Camino Escondido

Chama, New Mexico 87520

Telephone: (575) 756-2181

Fax: (575) 756-2200