



DMEA & ELEVATE AUTOPAY AUTHORIZATION FORM

Autopay is a simple way of paying your monthly electric or internet bill while offering worry-free customer convenience, saving you time in writing and mailing checks.

How it works:

1. You will receive advance notice each month of the amount that will be deducted from your bank account or charged to your credit/debit card.
2. The date of the deduction/charge is the due date of your bill.
3. You can monitor your account and rest assured your bill is paid.

With Autopay, payments can be deducted from either your checking account, savings account, credit card, or debit card. We accept Visa, MasterCard, and American Express.

How to enroll:

Please complete the bottom portion of this form and email it to csrs@dmea.com or mail to:
 DMEA/Elevate
 Attn: Customer Service
 PO Box 910
 Montrose, CO 81402

You can also sign up online at www.dmea.com or www.elevateinternet.com by logging into your SmartHub account.

Complete the following fields and return to enroll in autopay.		
Please check and complete the fields with the account(s) you want to enroll in Autopay.		
<input type="checkbox"/>	DMEA	Account #:
<input type="checkbox"/>	Elevate	Account #:
Name on DMEA/Elevate Account:		Phone Number:
Please select the type of account from which you would like to draft your payment.		
Bank Draft <i>Enter your banking information below.</i>		
Routing #:		Account #:
Account Type: <input type="checkbox"/> Personal Checking <input type="checkbox"/> Business Checking <input type="checkbox"/> Savings		
Credit/Debit Card <i>Enter your card information below.</i>		
Card #:		Expiration date:

I agree to the Terms and Conditions for the DMEA/Elevate Autopay program.

Signature

Date

DMEA & ELEVATE AUTOPAY TERMS & CONDITIONS

Please read the following Terms and Conditions:

1. Delta-Montrose Electric Association and/or Elevate Internet will deduct your monthly bill from your bank account or charge your credit/debit card on the due date of your bill. Your final bill will be deducted from your account or charged to your card on the due date of your final bill upon any change in the status of your account to inactive. In the event of an error, please notify your financial institution and DMEA/Elevate immediately.
2. Each month you will receive your bill, either via email or through USPS mail, which will display the amount that will be deducted/charged and the date on which that will occur. If you are using a credit or debit card, the Autopay will go into effect immediately. If you are using a bank account, the Autopay will not start until your paper bill indicates "Bank Drafted On...DO NOT PAY" or your email notification indicates "Paid with: Drafted." In the meantime, you will need to continue making payments.
3. You must communicate any change in your banking or card information to DMEA and/or Elevate. Changes must be made at least five (5) business days in advance of the due date. ****FOR DMEA ONLY:** Changes made to banking information may take up to two billing cycles to go into effect. If payment is not drafted on the first due date after a change is made, the full balance will be drafted on the subsequent due date with no penalties charged to the member. For your convenience, you may opt to pay the balance at any time prior to the due date. ******
4. For DMEA accounts, your monthly due date will vary based on your billing cycle. All Elevate accounts are due on the first (1st) of each month. If a due date falls on a weekend or a holiday, it will be deducted the following business day.
5. If we are unable to collect payment through the Autopay program, we retain the right to collect the payment along with any service charges, if applicable.
6. You may discontinue participation in the Autopay program at any time by notifying DMEA/Elevate. Any request to discontinue the program must be received at least five (5) business days in advance of the due date of your current bill to stop the payment on such due date. Any request received less than five (5) business days before the due date may be still be processed.
7. If at any time your account is rendered inactive, your participation in the Autopay program will automatically end. In that event, we will withdraw the final bill payment on the due date, prior to the Autopay program becoming inactive. Reactivation of an account will require a new Autopay enrollment.
8. DMEA/Elevate reserves the right to cancel the Autopay program at any time.
9. DMEA/Elevate may use email as a source of communication to you regarding the Autopay program. You may be notified via email when your billing statements are available online or if a payment cannot be processed. If your email address changes, it is important to ensure that you update your profile online or by contacting customer service.