



**Paying Your Bill**

There are 6 ways to pay your bill:

**Automatic Bank Draft** - Your payment is drafted from your checking/savings account on the due date. You still receive a monthly statement and your payment is always on time. Sign up at [BanderaElectric.com](http://BanderaElectric.com).

**Pay by Web** - Register online @ [www.banderaelectric.com](http://www.banderaelectric.com) to view and pay your account by electronic check or credit card at anytime, or contact Customer Care to activate this feature.

**Pay by Phone** - Pay by check or credit card 24 hours a day by calling 1-866-226-3372.

**Pay by Mail** - Mail payment and bottom portion of the bill. Please allow time for payment to be received by the due date. Write your account number on the check/money order.

**Pay in Person** - Normal office hours for Bandera and Comfort are from 7:30 a.m. - 5:30 p.m. -- Boerne 8:00 a.m. - 5:00 p.m. -- Leakey Wednesdays 9:00 a.m.. - 4:00 p.m. (closed for holidays).

**Kiosk Payment** - Kiosks are located at our Leakey and Comfort offices.

**Delinquent Accounts**

Bills are considered delinquent if payment has not been received by the due date. The due date is 16 days after the bill is issued. Delinquent amounts are subject to a 5% penalty.

Service is subject to be disconnected Eight (8) days after the account becomes delinquent and applicable service fees will be charged:

Administrative Fee:	\$25.00	Member Request Fee:	\$75.00
Delinquent Fee:	\$100.00	Tamper Fee:	\$750.00
Enhancement Fee:	\$100.00		

**Time Based Energy Usage (optional program)**

The Time Based Usage rate is aligned to the time of day you use your electricity. It offers discounted energy prices during off-peak hours and charges higher prices during on-peak hours to reflect the amount BEC pays our wholesale provider.

TBU aligns the price of energy with the cost of energy at the time it is produced. Lower rates during partial-peak and off-peak hours offer an incentive for members to shift energy use away from more expensive peak hours, which can help you save money and reduce strain on the electric grid. For rates, please visit [BanderaElectric.com](http://BanderaElectric.com).

Residential and Small Commercial

Summer (June-Sept)	Economy (11:01 p.m.-10:00 a.m.)
Summer (June-Sept)	Normal (10:01 a.m.-2:00 p.m., 6:01 p.m.-11:00 p.m.)
Summer (June-Sept)	Peak (2:01 p.m.-6:00 p.m.)
Non-Summer (Oct-May)	Economy (11:01 p.m.-7:00 a.m.)
Non-Summer (Oct-May)	Normal (7:01 a.m.-5:00 p.m., 7:01 p.m.-11:00 p.m.)
Non-Summer (Oct-May)	Peak (5:01 p.m. - 7:00 p.m.)

**PLEASE NOTE ANY CHANGES IN YOUR MAILING ADDRESS AND/OR PHONE NUMBERS**

**NEW ADDRESS** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** (\_\_\_\_) \_\_\_\_\_ **EMAIL** \_\_\_\_\_

**CELL PHONE** (\_\_\_\_) \_\_\_\_\_ **NAME** \_\_\_\_\_

**CELL PHONE** (\_\_\_\_) \_\_\_\_\_ **NAME** \_\_\_\_\_

or e-mail us at [mas@banderaelectric.com](mailto:mas@banderaelectric.com) with changes