

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.

Pay by Web - Register online @ 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 are from 8:00 a.m. - 5:00 p.m. -- Comfort 8:00 a.m. - 5:00 p.m. (Closed from 12:30 p.m. to 1:30 p.m. for lunch) -- Boerne 8:00 a.m. - 5:00 p.m. (Closed from 1:00 p.m. to 2:00 p.m. for lunch) -- Leakey Wednesdays 9:00 a.m. - 4:00 p.m. (closed for holidays).

Kiosk Payment - Kiosks are located at our Bandera, 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:	\$100.00	Member Request Fee:	\$125.00	Same Day Service Fee:	\$350.00
Delinquent Fee:	\$150.00	Tamper Fee:	\$750.00		
Enhancement Fee:	\$250.00	Fiber Delinquent Fee:	\$25.00		

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 with changes