



REC eBill Frequently Asked Questions

What is eBill?

eBill is a service offered by REC that allows members to view **and** pay their bill online.

- This service is recommended for members who want to view **and** pay their bill online.
- Members will go to the designated website and enter all the information necessary to initialize this service.
- The member will be informed that their bill is ready by an e-mail message. The message will include a hyperlink to the eBill website where the member can view their billing statement.
- The member will pay their bill online using either a checking account or a savings account.
- Credit and Debit Cards are NOT accepted through eBill.
- This is a **FREE** service.

Security

There are several means of keeping the member's information safe.

- **User ID and Password:** The User ID and password are unique identifiers setup by the member. As long as the member does not share this information with anyone, no one can view their bills or personal information.
- **SSL** (Secure Socket Layers) are used to ensure the connection and information is secure from outside inspection.
- **Encryption** (128 bit) allows information to become unreadable as it passes over the Internet.
- **Automatic Sign Out** is enabled which automatically signs a member out of a session if inactive for 20 minutes.

Technology

1. What browser is the best to view REC eBill?
 - Internet Explorer 5.5 or higher.
 2. Why does the member have to accept cookies?
 - Cookies are used to store information while the member is connected to REC's Web site.
 - A session cookie enables every user's session to be unique through an individual ID.
 - If the member is concerned about accepting cookies, they can set their browser to warn before accepting them.
 3. How can the member enable cookies on their computer?
 - Using MS Internet Explorer, go to Tools, Internet Options, Security, Custom Level, and scroll down to Cookies and select enable.
 4. What do I do if I have been locked out?
 - If a member has unsuccessfully tried to logon to their account four times, the system security will lock the account. Please contact customer services at 1-800-552-3904 to have your account unlocked.
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Enrollment

1. Do I need to enroll in order to view my bill online?
 - Yes.
2. How do I enroll in eBill?
 - You will go to REC's website www.myrec.coop and click the Pay Your Bill link. From the Pay Your Bill page, click sign up for eBill. This will open a new window for enrollment.
3. What information do I need when I enroll in eBill?
 - A recent copy of your bill.
 - Bank account and routing number.
4. Is there a fee?
 - No, this is a FREE service.
5. Is this service available to all members?
 - Yes. All members that receive utility bills can participate in eBill.
6. What are the benefits of viewing and paying bills online?
 - Bills can be accessed 365 days a year, 24 hours a day.
 - YOU decide when to make a payment.
 - Saves money by not using a stamp and checks.
 - Eliminated paper waste.
 - Convenient and FREE.
7. I am on Auto Pay. Can I still enroll in eBill?
 - Yes. (Payments will already be scheduled for Auto Pay members.)
8. I am on Budget Billing. Can I enroll in eBill?
 - Yes.
9. When will I be notified that my first eBill is ready?
 - When the next bill is created, approximately 30 days after your current billing date.
10. Will I continue to receive a paper bill in the mail?
 - No. After enrolling in eBill, you will only be sent a paper bill for 1 more month.
11. How will I know my bill is ready?
 - An e-mail message will be sent to you based on the designated e-mail address provided during the enrollment process.
12. How long after enrolling will I be able to see my billing information?
 - Immediately.
13. Can I view more than one account?
 - Yes, once enrolled, you can e-mail REC at eBill@myrec.coop to have other accounts added to your profile. Please e-mail your User ID and the account(s) you would like to add.
14. How long will my bills be stored on line?
 - You may see up to 12 billing statements.
15. How do I cancel my eBill enrollment?
 - Email your name, account number and User ID to eBill@myrec.coop

16. What do I do if I have enrolled in eBill but did not receive an e-mail stating that my bill is ready?
- Please check your profile information on the eBill website and verify the correct e-mail address is on file.
 - If the e-mail address is correct, please contact REC at 1-800-552-3904 for further investigation. Please remember, you should still be able to view your bill even if you do not receive an e-mail that states your bill is ready to be viewed.
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Payments

1. What methods of payment are accepted by eBill?
 - A payment can be made by drafting a checking or a savings account.
2. Are credit card payments accepted through eBill?
 - No. (ExpressPay is available for credit card payments. There is a \$4.95 Convenience Fee for each \$500.00 payment increment charged by Kubra to utilize this service.)
3. I have enrolled in eBill but still have an outstanding paper bill, what should I do?
 - Pay your bill by mail or electronically. However, electronically is recommended.
4. Can I enroll and make a payment on the same day?
 - Yes.
5. How long does it take for a payment to post to my account?
 - Payment made before 1:00 p.m. on a business day will credit your account the next business day.
 - Payments made after 1:00 p.m. on a business day will credit your account in two business days.
6. How can I make my monthly payment online?
 - The member selects a bill then the Pay Bill button.
 - From the Home Page, click the Bills tab.
 - Click the Search button to list the bills.
 - Check the box in the Pay Now column next to the bill you want to pay.
 - Click the Pay Now button.
 - The member will enter the appropriate information.

7. Can I schedule a recurring monthly payment?
 - Yes.
 - From the Home page, click the Payments tab.
 - Select My Recurring Payments and then Add Recurring Payments.
 - The member will fill in the appropriate information.
 8. How can I modify a recurring payment?
 - The member can use the "Edit" function to modify their Recurring Payments setup.
 - From the Home page, click the Payments tab.
 - Select My Recurring Payments.
 - In the Action column, select "Edit" to modify or Delete to "Cancel".
 - Modify the recurring payments setup.
 9. Can I modify the due date of my bill?
 - Your bill's due date cannot be changed, but payments can be made at any time. If paying past the due date on your current bill, a late payment fee of 1.5% may be charged.
 10. Can I return to my normal method of billing and payment once I have enrolled in eBill?
 - Yes. Please email eBill@myrec.coop with your request to be removed from eBill.
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Personal Information

1. What is my User ID and when is it assigned?
 - The member chooses a User ID (for identification) at enrollment.
2. What do I do if I forget my User ID or password?
 - For the User ID, REC will have to delete your eBill service. For security purposes, REC can not give out your User ID. Please contact customer services at 1-800-552-3904 and your eBill service will be deleted immediately. Upon deletion, you will need to re-enroll in REC eBill.
 - For the Password, the member can click the "Forgot your password?" link on the Login Page. The member will need to enter their User ID. The password is then e-mailed to you based on the designated e-mail address provided during the enrollment process.

3. Can I change my password?
 - You can change your password by accessing the eBill login page.
 - The member clicks on the “To change your password click here” link.
 - The member will complete a form (includes User ID, Old Password, New Password) and then click on the “Submit” button.
4. How do I change information in my user profile?
 - The only information that can be changed on your user profile is your e-mail address. For any other changes, please contact customer services at 1-800-552-3904.
5. What do I need to do if my bank account information changes?
 - You must add a New Payment Account. After adding your new Payment account, delete the Payment Account that you no longer want to use. Please keep in mind, any payments that have been scheduled to be paid out of your old Payment account will be cancelled. You must go back in and schedule a new payment to be made from your new Payment account.
 - Click the "Payments" link.
 - Select "Payment Accounts" link.
 - Click the "Add Bank Account" link. Enter the new information
 - Locate the payment account you want to delete.
 - In the Action column, select "Delete".
 - Click the "Save" button when complete.
6. How does the member update their e-mail address?
 - Login to eBill and modify the e-mail address in the User Profile section.
 - Click on the "Profile" tab.
 - Modify email address and click on the "Submit" button to save.

Customer Service

1. What do I do when I have an eBill question that is not answered on the web site?
 - Call customer services for help at 1-800-552-3904 or e-mail REC at office@myrec.coop for assistance.
 2. Who do I contact if I experience problems or need additional information?
 - Please call customer services at 1-800-552-3904.
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