

Frequently Asked Questions ^{Billing}

Q. The due date on my electric bill is not always the same date. Why is that?

A. The Central Florida Electric Cooperative service area has nearly 4,500 miles of energized line. Laid out in a straight line, it would reach from our service area all the way to Winnipeg, Manitoba, in Canada, and back again.

To read all the meters attached to that much line, the cooperative has nine different routes or billing cycles, as they are called. It takes a certain number of days to read each route, ranging from one and a half days to three and a half days. Our meter readers stay on schedule 99 percent of the time. However, weather and holidays do affect their schedules.

The day after the meter reader has read a route, CFEC's billing department runs what is called "pre-bill report" to check for exceptions or oddities in the billing. If something is detected in pre-bill, we have the opportunity to go read the meter again. Meter re-reading is completed in one day. The next day, the account is billed, and, the due date is 15 days from the day the account is billed. If the due date falls on a weekend or holiday, we move it to the next working day.

For consumers enrolled in the Fixed-Income Payment Plan, meters are read on their normal cycle, but the customer is billed on the first, second, third or fourth Thursday, according to when their income is received.

Although it may seem that bills are always due on or around the same date each month, such as the 28th of each month, the actual day bills are due varies based on when the meter reader completed

that route. By the same token, the day meters are read also varies slightly, and your meter will not always be read on the same day each month.

Q. Can I change my due date?

A. Because the meters are read according to a predetermined route and then the bills are created according to that route, the bill due date cannot be changed.

The only exception to this are those consumers enrolled in the Fixed Income/Senior Citizen Payment Plan. This plan offers members the ability to be a part of a billing cycle that more accurately fits the time in which their income is received, even though their meter is read on the same route schedule as always. To receive an application for the payment plan opportunity, contact CFEC at 352-493-2511 and ask about the Fixed Income/Senior Citizen Payment Plan. The application is also available at www.cfec.com, under "Forms."

Q. How much is my bill?

A. You now have several options for determining how much your electric bill is each month. The easiest way to determine this is to look at your bill when it comes in the mail. The amount you owe can be found in the lower portion of the bill, towards the middle under "Current bill." Another option is to register for the E-Bill service at www.cfec.com. You can use this method to see how much your current bill is in your account summary as well as view your billing history, payment options, payment history

and usage history. You have the option to pay on-line, but you do not have to. You can simply view your bill and determine the current amount due.

Q. What are my options for ways to pay my electric bill?

A. There are several options for paying your electric bill. The most convenient way to pay your bill is the Bank Draft Payment Plan. With this plan, CFEC requests from your bank the amount of your bill. Your bank treats the draft just like a check and deducts the amount from your account. We send you a duplicate bill for your records so that you can see we have only taken the amount of the bill. With this plan, your bill is always paid on time, even if you are traveling, and you don't have to worry with writing a check or mailing the payment. There is no cost or fee to set up the Bank Draft Payment Plan.

The next easiest way to pay your bill is through our new E-Bill payment options. See the box for details on these new services.

If you do not use the draft plan or E-Bill options, then you can select to use the envelope provided with your bill and, together with your bill payment stub, mail your bill and payment to the cooperative. Bills can be mailed to the cooperative at CFEC, Inc., P.O. Box 9, Chiefland, Fla. 32644-0009.

Also, you can pay your bill in person at one of our branch offices or at the main office in Chiefland or the drive-thru location just around the corner from the main office. Drop boxes at these locations allow you to drop off your payment during or after normal working hours.

E-BILL NOW AVAILABLE

CFEC announces two new convenient ways to pay your bill. Members can now pay on-line, by using the link, "Access Your E-Bill Account," at www.cfec.com, or by calling the toll-free number 1-800-556-5107. Payment is through Western Union's SpeedPay service, and you will be assessed a convenience fee paid to Western Union.

To enroll in E-Bill on-line:

Step 1: Go to www.cfec.com and in the upper, right-hand corner, click on Register.

Step 2: To register, you will be asked to enter a valid account number, statement ID and email address. If you are a member with multiple accounts, all accounts associated with the same social security number will be registered automatically. Once this is complete, you will receive an email that contains a confirmation that you have completed the registration process.

Step 3: Once you are registered, you will enter your email address to login and then create a password. The email address and password are all that's needed to login.

Step 4: After you have logged in the E-Bill Account system, go to "Payments," then click on "Pay Your Bill Online Now." This will take you out of the CFEC E-Bill site to the Western Union Speed Pay system.

Step 5: Enter your account number and billing zip code into the Western Union Speed Pay login page. You will then be asked to choose a payment method. Depending upon which you choose, you will be asked to enter the required information to pay your bill. With E-Bill, you will be charged a convenience fee.

To pay your bill by phone:

Call 1-800-556-5107 and follow the voice prompt system. You will be asked to enter the same information as the on-line system.