



Residential Automated Credit Card Plan

We are happy to introduce a new payment option that will automatically pay your WG+E bill from your credit card each month.

Sign-up is easy! Just complete this form and return it along with your current bill to the address at the bottom of the form. Your payment will be deducted from your credit card account on the payment due date, 15 days from your bill date. For additional information, please review the attached Frequently Asked Questions sheet.

Thank you for your enrollment.

The Residential Automated Credit Card Plan:

- Saves time and money – it's automatic and free
- Prevents lost or delayed checks in the mail
- Automatically makes a safe and secure payment each month
- Provides peace of mind when you are traveling for business or pleasure
- Avoids potential loss of service

Accounts on the Residential Automated Credit Card Plan are guaranteed a 5% early payment discount.

WG&E Account Number: _____ ☐ **Sign me up for paperless billing**

Name: _____

Phone Number: _____

Credit Card Billing Address (if different)

Address: _____ **Address:** _____

City: _____ **City:** _____

State/Zip: _____ **State/Zip:** _____

Charge Card Type (circle one): Mastercard Visa Discover American Express **Expiration Date:** ____/____

Charge Card Number:

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3 Digit Security Code: _____

I authorize WG+E to automatically deduct from my charge card listed above all future payments for my WG+E bills. I understand that the WG+E reserves the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify WG+E.

Signature: _____

Signature is mandatory and signer must match the name on the charge card

Date

Mail your completed form along with your current bill to: Westfield Gas and Electric | P.O. Box 990 | Westfield, MA 01086-0990



WESTFIELD GAS + ELECTRIC



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How do I sign up for the Automated Credit Card Plan?

Simply complete the form, sign and return it to WG+E.

What benefits will I receive when on the auto-pay credit card program?

In addition to the safe and convenient way of paying your monthly bill, you are guaranteed the 5% early pay discount.

Who is eligible to participate?

This payment option is open to residential WG+E customers with an account in good standing.

Where do I find the 3 digit code on my card?

The 3 digit code is located on the back of your credit card near the signature line.

Will I still receive a WG+E bill in the mail?

Yes, however there is a paperless option if you are interested.

What if I don't agree with the amount charged?

If for any reason you wish to dispute your bill, please contact WG+E within 10 days of your billing date.

Is there a charge for this service?

There is no charge from WG+E for this service.

Where can I find my WG+E account number?

Your account number is a 12-digit number (XXXXXX-XXXXXX) which is located in the center of your bill.

What if I change my credit card company or I am reissued a new card for any reason?

Simply notify WG+E as soon as possible at 572-0100.

Can I pay multiple WG+E accounts through this program?

Yes, you can sign up multiple accounts under the Automated Credit Card program. Simply list all of the account numbers on the application.

What if my credit card declines a payment?

If your payment is declined for any reason, this will be shown as balance due on the subsequent bill. WG+E reserves the right to discontinue your participation in the program if your payment is declined more than once in a six-month period.

Is it safe and secure?

Yes, WG+E is required to keep your credit card information confidential.

How do I stop participating in the program?

Simply notify WG+E at 572-0100 to stop the Automated Credit Card program. Your request will become effective within 7 business days.