



Our customers now have the option of paying their WG&E bill each month via automatic deduction from their checking account! We call this payment option our Electronic Funds Transfer (EFT) Program. Each month, your payment will be debited from your checking account and applied to your WG&E bill automatically. With EFT you can:

- Save time and money – it's automatic and free.
- Avoid any lost or delayed checks in the mail.
- Avoid late fees and potential loss of service.
- Enjoy a safe and secure payment each month.
- Relax when traveling for business or pleasure.
- Take advantage of our 5% early-payment discount (residential customers only).

Signing up is easy:

1. Complete and sign the enrollment form below.
2. Staple or paper clip a voided check from your checking account to the enrollment form.
3. Mail the form and voided check to:
Westfield Gas & Electric
P.O. Box 990
Westfield, MA 01086-0990

Please allow at least 10 business days for processing. Once enrolled, "PLEASE DO NOT PAY THIS BILL" will appear on your bill. Payment will be deducted from your checking account on the **first Friday on or after the payment deduction date** which appears on your bill. Automatic payments won't start until your next billing cycle at the earliest, so be sure to pay your current WG&E bill. For answers to additional questions, please see the Questions and Answers page.

Thank you for your enrollment.

9/2011

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Sign me up for the WG&E EFT Program!

WG&E ACCOUNT:

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Your account number is printed at the top of your WG&E bill.

I authorize WG&E and my financial institution to automatically deduct from the checking account as shown on my enclosed check all future payments for my WG&E bills. I understand that both WG&E and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify WG&E.

Signature

Date

Signature is mandatory and must match name on voided check.

Please be sure to staple a voided check to this form.

(Deposit slips, temporary checks and photocopies cannot be processed.)

Please print the following information:

Name: _____

Address: _____

City: _____

State/Zip: _____

Phone #: _____



Questions & Answers

Keep this page for your records.

Who is eligible to participate?

The EFT payment option is open to all WG&E customers with an account in good standing.

May I use my savings account to pay my bill?

Sorry, but only checking accounts qualify for EFT.

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

Yes.

Is there a charge for this service?

There is no charge from WG&E for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

What if I change banks or accounts?

Simply notify us as soon as possible at 572-0100.

Where can I find my WG&E account number?

Your account number is printed at the top portion of your bill.

Is it safe and secure?

Yes, both WG&E and our financial institution are required to keep your banking information confidential.

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

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

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

Yes, you can sign up multiple accounts under the EFT program. Complete an enrollment form for each account, and include voided checks with each form.

What if my bank returns a payment?

A financial institution may return payments for insufficient funds, closed accounts or other reasons.

If your payment is returned for any reason, WG&E reserves the right to charge you a returned check fee. The WG&E also reserves the right to discontinue your participation in the EFT program if your payment is rejected more than once in a six-month period. Your financial institution may also charge fees for rejected payments.

How do I stop participating in the program?

Simply notify WG&E that you would like to stop the EFT program. Your request will become effective 5 to 7 business days after we receive your notification. Contact us at 572-0100.