

Notice to Members

IT HAS COME TO OUR ATTENTION THAT SOME Navarro County Electric Cooperative members have been paying their bills through the online bill-payment service Doxo. Please be advised that your cooperative has NO affiliation or agreement with Doxo and we recommend that members DO NOT use this link:

doxo.com/info/navarrocounty-electric-coop.

Instead, members should go to the Navarro County EC website, www.navarroec.com, and click on the Pay My Bill button to be directed to our SmartHub service. Through SmartHub, you can sign up or log in to access bill-pay links, member support and other NCEC services.

If you submit a payment through a third-party service, your account is not credited until Navarro County Electric receives your payment. This could possibly result in late-payment fees. **Just remember that NCEC does not charge a fee for bill payment!**

NAVARRO COUNTY EC OFFERS MEMBERS MANY OPTIONS FOR BILL PAYMENT. If you schedule a payment using your bank's website, the bank will send us a check or electronic transfer. It will post as soon as we receive it. Note: If your bank's online services mail a check to Navarro County Electric Cooperative, it may take up to 10 days including mailing and processing, or sometimes longer. You can contact your bank to determine the payment method they use.

We have found that just because the bank has debited your account doesn't mean that we have received the payment. We are not electronically tied to your bank, so your banking institution has to cut us a check and mail it to our bank or office. Once we do receive the payment in the mail, it is applied. We post payments the same day we receive them. If you contact your banking institution, they should be able to inform you of their payment procedures for online bill payments made to NCEC.

Multiple options for making payments are available for your convenience. Different payment options suit different needs for different people and situations.

Navarro County EC Payment Options Are:

- 1)** Via our website with Pay My Bill or Pay Now (credited immediately)
- 2)** Over the phone at 1-855-385-9975 (credited immediately)
- 3)** In our office (credited immediately)
- 4)** Auto draft or auto debit/credit card, processed on the due date every month (credited immediately)
- 5)** By mail to our office (applied the same day we receive it)
- 6)** By mail with the stub to the Dallas address, which is our bank (applied the same day we receive it)
- 7)** Online bill pay through your bank (could take 1–10 days or longer in some cases)
The timing of mailed payments depends on the Postal Service. The timing of online bill payment through your bank depends on your bank.

We hope these options make paying your electric bill more convenient.