

Q: What is the Automated Check Transfer System?

A: The Automated Check Transfer System (ACT) is a method by which Carroll County REMC draws money from your bank account to pay your monthly electric bill. The payment is made automatically each month.

Q: How will the ACT System work?

A: Once you sign up for the ACT System, you will receive your bill each month as usual. Included on the bill will be a statement, "DRAFT SCHEDULED MM/YY." We will draft your account on the due date of your bill.

Q: Is there a charge for the ACT System?

A: No. ACT is a free service for Carroll County REMC members.

Q: When will my account be drafted each month?

A: The automatic bank drafts will be processed on the due date of your bill every month. If this date falls on a holiday or weekend, the draft will occur on the next business day.

Q: How can I be sure my bill has been paid?

A: Your payment will be itemized on your checking/savings statement.

Q: How will this affect the Budget Billing Program?

A: If your account is set up on the Levelized Budget Program, your bill will appear as it has in the past. The only change is that the payment will be drafted each month automatically for you. If you are not currently on the Levelized Budget Program, you can sign up at any time.

Q: What if I have a question about the amount of the bill or if the bill was paid?

A: For questions about the bill amount, contact our Billing Department at least three business days before the due date shown on your billing statement. Questions about bill payments and other issues can also be directed to our Billing Department by calling (765) 564-2057 or (800) 506-REMC (7362).

Q: How do I sign up for ACT?


A: If you are interested in the Automated Check Transfer System, you simply need to fill out the Authorization Form on the right hand side of this page. Include all the information asked for and be sure to attach a check marked "VOID" from your bank account. Mail the form to Carroll County REMC and we will do the rest.

Q: After I send the Authorization Form, how long will it take before my payments are made automatically by bank draft?

A: As soon as we receive your Authorization Form, we will put the information on your billing file. Once we have done this, we are required to do a pre-notification to your bank to double check the information for accuracy. Once the information has been verified, your bill will include the message, "DRAFT SCHEDULED MM/YY." We estimate that it will take one or two billing cycles to complete this process.

CARROLL COUNTY REMC

119 W. Franklin Street
PO Box 298
Delphi, IN 46923

A Touchstone Energy® Partner 

Bank Route #: _____

Carroll County REMC Authorization Form for Automated Check Transfer System (ACT)

Name: _____
 Address: _____
 City: _____ State: _____
 Phone: () _____ REMC Account Number: _____ Zip: _____
 Name of Bank: _____ Bank Acct. #: _____ (Checking _____ or Savings _____)

I authorize Carroll County REMC to initiate debit entries on my bank account shown above for the payment of my monthly electric bill, and if necessary any adjustments for transactions credited or debited in error. I understand that I can discontinue my participation in this ACT System by notifying the REMC in writing. Both the REMC and the bank also may terminate this agreement within ten (10) days written notice. I understand that the REMC reserves the right to limit participation in ACT to customers whose accounts are in good standing.

Signature: _____ Date: _____

Please attach a voided check. Your bill will indicate the payment amount as well as when your payment will be made automatically by displaying the message, "DRAFT SCHEDULED MM/YY." Please allow two billing periods for the plan to be implemented.