



Electricity • Gas • Water • Wastewater
PO Box 449 • Lenoir City, TN 37771
(865) 986-6591

Lenoir City Service Center
206 Depot Street
Lenoir City, TN 37771
FAX: (865) 988-9696

Cedar Bluff Service Center
501 N. Cedar Bluff Road
Knoxville, TN 37923
FAX: (865) 693-5631

Farragut Service Center
136 N. Campbell Station Road
Knoxville, TN 37934
FAX: (865) 671-4622

Electronic Funds Transfer Payment Plan

What is the Electronic Funds Transfer Payment Plan?

The Payment Plan is the easiest way to pay your utilities bill! If you are out of town, sick, or on vacation, you do not have to remember to pay your bill. It eliminates checks, postage, additional charges, and standing in long lines to pay your utility bill. And, you will build and maintain excellent credit since every bill will be paid on time.

The enrollment process is very simple: complete this enrollment form, attach a voided check, and LCUB will do the rest! Your bill will be automatically deducted from your checking account each month. You will still receive your utility bill, but you do not need to mail a payment. Your bill will show the net due date on which your payment will be drafted from your account.

How much does it cost?

Recurring payments under the Electronic Funds Transfer Payment Plan are not assessed any fees from LCUB. You should always check with your financial institution to determine if they charge to process electronic (ACH) payments.

How can I join the Payment Plan?

Every LCUB customer can enjoy the convenience of the Payment Plan. Complete the enrollment form below, attach a voided check, and either mail or bring the completed form to any LCUB Customer Service Center. Please allow two (2) weeks for processing.

Once enrolled, your payment will be deducted from your checking account on the net pay date. If the net pay date is a nonbanking day, the transfer will be processed on the next business day.

NOTE: The Payment Plan will become effective on the first bill you receive annotated with "Electronic Funds Transfer." Continue to pay your bill using another method until this notation appears on your bill.

What if I disagree with the amount shown on my utility bill?

If you disagree with the amount due on your utility bill, you must contact one of our customer service representatives at least five (5) days prior to the net pay date on the bill. Balances that are disputed are removed from the payment plan and no draft will occur on the net pay date. Please note that this does not discontinue recurring electronic transfers for future payments or withdraw you from the program; it is a single exemption for a disputed bill.

How will I know that my utility bill is paid?

The electronic transfer will appear on your checking account statement just like any other banking transaction. Your checking account statement serves as your payment receipt.

What if I have a question about the payment plan or the amount deducted from my account?

If you have any questions about the Payment Plan, contact one of our customer service representatives. If your checking account statement reflects an amount that differs from your bill, please contact your financial institution for additional assistance.

NOTE: If you do not have sufficient funds in your account to pay the entire amount due on the net pay date, the transaction will be returned due to insufficient funds. Returned electronic payments are subject to the same charges as returned checks. LCUB will not draft partial payments from your account.



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Electronic Funds Transfer Payment Plan

CUSTOMER INFORMATION			
Last Name	First Name		MI
Address		City	State
Home Phone	Cell Phone	Work Phone	LCUB Account Number
Name on Checking Account		Name of Financial Institution	
VOIDED CHECK			
---Attach Voided Check Here---			
SIGNATURE			
<p>LCUB has designated this service for your convenience. You may withdraw from the program at any time by providing written notification to LCUB. The automatic transfer will be drafted from your account on the net pay date (or the next business day if the net pay date occurs on a weekend or holiday). If there is a problem with your bill, you must contact one of our customer service representatives at least five (5) days prior to the net pay date. It is your responsibility to inform LCUB that you are enrolled in the Electronic Funds Transfer Payment Plan and that you wish to discontinue electronic payments for the disputed bill.</p> <p>It is your responsibility to contact one of our customer service representatives if you change financial institutions or account numbers. If you move and LCUB provides service at your new location, you must reenroll in the payment plan if you wish to continue electronic transfers.</p> <p>My signature below indicates that I have fully read and understand the terms and conditions of the Electronic Funds Transfer Payment Plan and that I authorize LCUB to draft my checking account for the full amount shown on my monthly bill on the net pay date. I also understand that all payments returned due to insufficient funds are subject to LCUB's returned check policy. In the event of an error, I understand that LCUB reserves the right to electronically correct the transaction.</p>			
Date	Signature		