



NOME JOINT UTILITY SYSTEM

P.O. Box 70 • Nome, AK 99762-0070
Phone (907) 443-6587 • www.njus.org

**NJUS Customer Service Office - Direct Phone (907) 443-6310
BSNC Building – 112 Front St, Suite 110 – 12noon - 4:30pm**

“Providing reliable utility services to system rate payers efficiently and economically by prudently operating and maintaining system assets in a fiscally responsible manner”

**BILLING STATEMENT –
BACK SIDE NOTIFICATIONS
JANUARY 31, 2016**

BILLS ARE DUE IN FULL BY THE 25th OF THE MONTH.
A 1% finance charge will be assessed if payment is not received by due date.
Services are subject to disconnect if a statement is overdue by more than 15 days.
Disconnect notice delivery fee and service reconnect fees may apply.

**IMPORTANT INFORMATION RELATING TO NJUS CREDIT & DEBIT CARD ACCEPTANCE
EFFECTIVE IN 2016 A CONVENIENCE FEE IS CHARGED TO CARD USERS BY PROCESSOR**

To update information on your 11/30 and 12/31/2015 statements relating to changes associated with use of debit or credit cards for payment of utility bills: **Processing through the new company became effective January 27, 2016. The new processing company charges the customer a convenience fee equal to 2.75% of the amount being charged to a CREDIT OR DEBIT card.** If a customer uses a plastic card, this will reflect as an additional separate charge on your card or bank statement. This is not a fee charged or received by NJUS.

FOR DEBIT CARD USERS, where funds are withdrawn from your bank account at the time of the transaction, **you can avoid the processing fee** by having NJUS process the payment as an **“E-check”** – an electronic process where the funds still come out of the same account. **To use this option and avoid the fee, you must provide your bank routing and account number, instead of your debit card number.**

CREDIT CARD USERS can also elect to change over to the **“E-check” process** to avoid the separate 2.75% fee from the processing company. **Bank routing/account number from which funds are to be withdrawn must be provided.**

TO REMAIN ON (OR SIGN UP FOR) “AUTO-PAY” OF YOUR UTILITY BILL, where payment is automatically processed between the 20-25th of each month to your elected form of payment, **A NEW AUTHORIZATION FORM IS REQUIRED.** For payment to be processed as an ACH (automated clearing house) transaction, bank routing and account number must be provided and there is no processing fee. However, an ACH automatic payment is the same as a check; if returned by the bank unpaid, a NSF fee will apply. The Utility can also submit your “auto-pay” to your CREDIT CARD company through our card processor, but the 2.75% processing fee will apply.

Forms to sign up for “auto-pay” are available from our Customer Service Office or may be downloaded from our website (www.njus.org).

NOTE: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

To report a utility service-related problem:
during regular business hours, please contact our Customer Service Office 443-6310.
**TO REPORT A UTILITY SERVICE-RELATED EMERGENCY AFTER NORMAL OFFICE HOURS
OR ON WEEKENDS OR HOLIDAYS, CONTACT THE POWER PLANT AT 443-6321.**