



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
DECEMBER 31, 2015**

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 WILL BE CHARGED TO CARD USERS BY PROCESSOR**

This will update information included on your November 30, 2015 statement relating to changes associated with use of debit or credit cards for payment of utility bills. You were advised that with new standards and security requirements, the processing company NJUS has been using to process plastic credit and debit cards was discontinuing their service in 2016 and another processing company would be used. **The new processing company will charge 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, and is not a fee that is charged or received by NJUS.

To give customers an opportunity to consider whether they wish to change their payment method, and to allow that information to be returned to us, **the changeover has been rescheduled to occur on January 16, 2016. IF YOU CONTACT OUR OFFICE TO PAY OFF THIS DECEMBER 31, 2015 STATEMENT BY CARD BEFORE JANUARY 16, 2016, YOU WILL NOT INCUR THE 2.75% PROCESSOR FEE.**

AUTHORIZATION FORMS TO PAYMENT METHOD TO ACH (automated clearing house of “E-check”) were mailed to customers separately. If you have not received the form by mail, you may receive one from our Customer Service Office or download it from our website (www.njus.org).

FOR DEBIT CARD USERS, where funds are being withdrawn from your bank account at the time of the transaction, **you can avoid the processing fee** by instead having NJUS process the payment as an **ACH (automated clearing house or “E-check”)** – an electronic bank 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 **ACH process** to avoid the separate 2.75% charge from the processing company. **Again, this requires bank routing and account number from which the funds are to be withdrawn be provided to NJUS to replace the credit card being charged.**

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.**