

Ways to Pay My Bill

- **In person at either High West Energy office**
6270 CR 212, Pine Bluffs, WY 82082
3302 I-80 Service Rd, Cheyenne
- **Phone** - (844) 759-3986 Call this direct number to pay your bill. Please have your account number ready when you call.
- **SmartHub (Online Payment Portal)** - download the app for your mobile device or visit highwestenergy.com
- **Auto Draft** - Automatic withdrawal from bank account or credit/debit card
- **Budget Billing**
- **Drive up window at Pine Bluffs office**
- **Mail**
- **Dropboxes:** Payment must be in the box the day before deadline day to ensure it is on time. NO CASH accepted.
 - Pine Bluffs:
In front of main gate
 - Cheyenne:
Service Center (3302 I-80 Service Rd)
Albertson's on Pershing
 - Potter:
Service Center (900 Sheridan St)
 - Grover:
Near grocery store (309 Chatoga Ave)
 - Bushnell:
North of Post Office
 - Kimball:
East side of L.E.S. Realty

High West Energy does not charge a fee to make a payment by check or card.

LIEAP

Low Income Energy Assistance Program is a state and federally-funded program that helps people pay home heating bills November through May. It helps cover the costs of electricity, natural gas, propane, wood, diesel heating oil, coal, and pellets used for heating a home.

Wyoming

<http://dfsweb.wyo.gov/economic-assistance/lieap>
(800) 246-4221

Nebraska

<http://nebraskaenergyassistance.com/>
(800) 383-4278

Colorado

<http://www.energyoutreach.org/>
(866) 432-8435



OPERATION ROUNDUP

High West Energy has a fund that can help members in times of loss or need. Please visit highwestenergy.com for an application.

Operation RoundUp receives funding from members who round up their bill to the nearest dollar. If you would like to participate, please call (307) 245-3261.

New Past Due & Disconnection Procedures

HIGH WEST ENERGY

Focused on people. Built on power.



Effective as of October 1, 2017

(307) 245-3261
highwestenergy.com

P.O. Box 519
6270 County Rd. 212
Pine Bluffs, WY 82082

3302 I-80 Service Road
Cheyenne, WY 82009

Sample Dates for Current Process

28th - Deadline Day

All payments are due in office by 5:00 p.m.

29th - Forfeited Discount (Penalty)

Member is charged 5% of **current** past due. Delinquent notices are mailed out.

6th - New Bills Mailed Out

Delinquent amount and forfeited discount printed on bill and mailed out.

8th - Delinquent Phone Calls Made

Delinquent phone calls made reminding member that past due amount must be paid within two business days.

12th - Cut-off Notices/Hang Note

Payment is required by the date on the hang note, otherwise member is eligible for immediate disconnect.

Schedule for New Process

28th - Deadline Day

All payments are due in office by 5:00 p.m.

Forfeited Discount (Penalty)*

Member is charged 3% of **total** past due, following the five day grace period.

New Bills Mailed Out*

Delinquent notice and forfeited discount printed on bill and mailed out. Past due must be paid in 10 days.

Reminder Phone Calls Made*

Phone calls made to remind member that the total past due amount must be paid within two business days.

Cut-off Service Generated*

Member is allowed one collection visit in a twelve-month period, otherwise eligible for immediate disconnect after the ten day period.

**Dates are subject to change if it falls on a weekend or holiday.*

What Changed?

- Forfeited discount from 5% of current to 3% of total past due amount
- ONLY three payment arrangements are allowed within twelve months.
- If any payment arrangement date or amount is not met, member will no longer be eligible to make payment arrangements for a twelve month period.
- HWE will no longer send a delinquent notice.
- Phone calls will serve as a reminder of the cut-off date.

Why Change?

- The policy changed because so many members' paydays fall on the first of the month. Member receives a five day "grace period" before being charged with the forfeited discount. **You spoke, we listened!**

Old Fees

Collection Visit.....	\$25
Reconnect (business hours).....	\$35
Reconnect (after hours).....	\$45
NSF.....	\$25

New Fees

Collection Visit.....	\$50
Reconnect (business hours).....	\$50
Reconnect (after hours).....	\$75
NSF.....	\$35

Looking for other ways to save energy and reduce your electric bill?

For information on rebates and other money-saving programs, visit highwestenergy.com/energy-management