

NOTICE



Late Payment Policy Change

The current policy states that disconnect notices are mailed to any member with a 60 day past due accounts receivable balance greater than the basic service charge.

Beginning April 1, 2019, our policy will change to state that disconnect notices will be mailed to any member with a past due accounts receivable balance greater than the basic service charge.

- Accounts must be paid in full on or before the due date to avoid late penalty charges or notice of disconnection.
- Payments may be made for no charge:
 - At the cooperative office using cash, check, money order or credit/debit card
 - Online using SmartHub - www.fmcs.coop
 - Audivate Phone System - 1-877-487-9910
 - Members may also enroll in automatic bill payment.

If you are unable to pay your bill, please contact our office at 1-800-734-6421.

