



January 2022

Ralls Technologies is in the process of updating our billing system. During this billing system update, we will be syncing our billing cycles into ONE billing cycle. Electronic payment processing will be unavailable January 17<sup>th</sup>-19<sup>th</sup>, 2022 during this update time frame.

**Important things to know about the Changes to your billing statement:**

Your bill will process and arrive by mail before the 1<sup>st</sup> of each month.

- *If you are a Ralls County Electric Customer, this means your bill will process and mail the same date and in the same envelope as your Ralls County Electric Bill.*

**Your First Billing Statement:** You will notice the first statement will have a proration of charges, then the billing forward for the next billing cycle month. Proration billing was based on each person's unique billing cycle. This proration billing was done to sync all our customers into one billing cycle.

**Account Number Change:** You will see your new account number on your next bill after our billing system update is complete. If you use online bill pay through your bank, please make sure to update your payment settings with your new Ralls Technologies account number to avoid a delay in the posting of your payment.

**New Billing Due Date:** 10<sup>th</sup> of each Calendar Month

**Ways you can prepare for this change:**

**Electronic Banking:** If you use electronic banking to pay your bill, be sure to provide your new account number to your bank to avoid a delay in posting your payment.

**Auto Pay:** If you have signed up for automatic payments, you will need to re-register for this program again through the [Smart Hub](#).

**Paperless Billing:** If you have signed up for Paperless Billing, you will have to register for this option again through the [Smart Hub](#). It is a free, easy, and secure way to be environmentally friendly.

*[Smart Hub](#) will be Active for all customers January 20<sup>th</sup>, 2022. Active Ralls County Electric Customers, that are already registered for Smart Hub, will see Ralls Technologies Information automatically.*

It's our privilege to serve you, we truly appreciate your business, and we are committed to providing you with high quality, competitive products, and services.

You can contact our office at 573-985-3600 or 1-877-480-0748 from 9am to 6:00pm CST.

We are happy you are part of our community and look forward to serving you.

Sincerely,

*Ralls Technologies  
Customer Service Department*