

# Common Questions Regarding Auto Pay

Listed below is information to help you set up auto pay and manage your payment accounts via SmartHub.

In order to set up auto pay, you must have a SmartHub account. If you do not, please read the 'SmartHub Registration and Notification Management' PDF, which can be found on the Claverack website > Your Home > SmartHub 101.

## How do I set up auto pay?

1. At the top of the SmartHub homepage, hover your mouse over **"Billing & Payments,"** and click **"Auto Pay Program."**
2. On the **"Auto Pay Program"** page, click **"Sign Up for Auto Pay"** listed under **"Actions."**
3. A drop-down menu will appear asking you if you want to add a **"New Card"** or a **"New Bank Account."**
4. If you wish to add a new debit or credit card, click add a **"New Card."** Please keep in mind that cards will need to be updated via SmartHub when they expire.
  - a. Within the **"Auto Pay – Card Setup"** drop-down, input your **Payment Method (Credit Card or Debit Card), Card Type, Card Number, Expiration Date, and Account Description** (if needed).
  - b. Your **"Cardholder Details"** should automatically be inputted, but if they are not, or do not match your card information, manually input your **Name** (as it appears on the credit card), **Address, City, State, and Zip Code**.
  - c. Once all your information has been correctly inputted, read the **Terms & Conditions** and confirm.
5. If you wish to add a new bank account, click add a **"New Bank Account."**
  - a. Within the **"Auto Pay – Bank Account Setup"** drop-down menu, input your **Payment Method (Checking Account or Savings Account), Bank Routing Number, Bank Account Number, Bank Account (Confirm), Account Type (Personal or Business/Commercial), and Account Description** (if needed).
  - b. Your **"Account Holder Details"** should automatically be inputted, but if they are not, or do not match your bank account information, manually input your **First Name, Last Name, Address, City, State, and Zip Code**.
  - c. Once all your information has been correctly inputted, read the **Terms & Conditions** and confirm.

## How do I update or cancel my auto pay information?

1. At the top of the SmartHub homepage, hover your mouse over **"Billing & Payments,"** and click **"Auto Pay Program."**
2. On the **"Auto Pay Program"** page, click **"Update or Cancel"** listed under **"Actions."**
3. If you wish to update your card or bank account information, simply change the **"Payment Details,"** as needed and confirm.

For example, if the card you were using expired, you would change **"Expiration Date"** under **"Payment Details."**
4. If you wish to cancel your card or bank account information, check the box labeled **"Cancel this Auto Pay"** at the bottom of the page and confirm.

## How do I stop receiving paper bills?

1. At the top of the SmartHub homepage, hover your mouse over **"My Profile,"** and click **"My Information."**
2. On the **"My Information"** page, click **"Update My Paperless Settings"** on the left-hand side.
3. Within **"Paperless Settings,"** toggle the on-off switch to **"On"** and click **"Yes"** when asked, **"Are you sure you want to set account ##### to paperless?"**

**TOP 4 BENEFITS**  
OF PAYING YOUR ELECTRIC BILL  
WITH AUTO PAY

1. **SAVES PAPER**  
CLUTTER AND TREES
2. **AVOID LATE PAYMENTS**  
NO WORRYING ABOUT LOST OR MISPLACED BILLS
3. **SAFE AND CONVENIENT**  
PAYMENTS MADE AUTOMATICALLY
4. **SAVES TIME & MONEY**  
AVOID WRITING CHECKS AND BUYING STAMPS