

Billing Information & How to make payments

When you sign up for services your first month will be prorated and will be added to your first monthly bill. SKSRT bills one month in advance for service. Your first bill will be one full month due in advance and also the first month of service will be prorated. If your services are connected on the 10th of the month you will not receive a bill until the following month, it will include the prorated amount for your first month of service and the upcoming month services.

Example: Service connected on Sept 10: Bill is \$120.00 monthly. **October Bill** will have prorated charges for 20 days from September and one full month of services for October.

Services provided:

Sept. 10th -30th (Prorated 20 days of service, \$4.00 per day x 20 days =	\$ 80.00
October 1-31st -one month billed in advance.	\$120.00
October bill	\$200.00

Please make sure you are prepared for this first invoice, depending on when you sign up it could be as much as two months services due on the first bill.

Payment Options

- **Payment by Phone:** Call one of our locations; Monday-Friday 8am-4pm and one of our Customer Representatives can take your payment over the phone from your: credit card, debit card, checking or savings account.
- **Pay your bill online 24hrs a Day** at www.spruceknob.net. (you will need a copy of the first page of your bill, to register, login and set up user name & password).

Account Information

To help ensure we are authorizing access to the true owner of this account we ask that you enter some details that can be found on the front page of your invoice. Please contact support via email or by calling 304-567-2121 if you do not have or cannot find the necessary information.

Locate your Account ID in the upper right hand corner of your invoice.

Account ID:

Locate your remittance tear-off on page 1 of your invoice and find the code (up to 11 digits) below your name in the upper right remittance, and enter it below. ([show me](#))

Code:

Account #: Upper right hand corner of the bill

Page: 1 of 4
Account: XXXXXXXXXXXX
Member: 00000410

Please detach and send with your payment. **Forward stub at bottom of page.**

10/10/19 10/10/19 11/01/19 1 304 567-2470 915

Total Amount Due By Nov 23 \$140.00

If need assistance in logging in to make a payment. Please call a customer representative and ask for an E-care login & password.

- **Pay in Person:** Bills can be paid in person at our Riverton & Franklin office. Payment drop box is located at Riverton location for your convenience. Please do not place cash in drop box.
- **By Mail:** Mail your payment in the return envelope provided with each monthly bill.
- **AUTO-pay:** Pay your bill automatically from your checking, savings account or credit card. Sign up for our convenient Auto-Pay, please fill out the form and return it to SKSRT.