



## **Frequently Asked Questions – Recurring Credit Card Payment**

Recurring Credit Card Payment lets you put your Champion Energy bill on Auto Pilot. Set up your credit or debit card one time, and we'll charge the full amount due on the due date. Below are answers to some frequently asked questions.

### **How do I enroll?**

You can enroll by going to [www.championenergyservices.com/paymentoptions](http://www.championenergyservices.com/paymentoptions) (select Recurring Credit Card)

### **Is there a fee for this service?**

No, there is no fee for Recurring Credit Card Payment

### **When does the Recurring Credit Card Payment take effect?**

If you have already received your bill this month, pay that bill using your current payment method. Continue to do so until you see "Do not pay - Auto ACH/Credit Card Payment Scheduled on Due Date" printed on your bill or contained within your E-Bill message.

### **I currently pay my Champion Energy bill through ACH/Recurring Bank Draft. Do I need to cancel that to change to Recurring Credit Card Pay?**

No. If you are already enrolled in ACH/Automatic Bank Draft, we will automatically change your payment method to Recurring Credit Card Payment when you enroll. No additional action is needed.

### **If my account is past due, can I sign up for Recurring Credit Card Payments?**

Yes, you can sign up for Recurring Credit Card Payments, but, it will not take effect until your next bill cycle. To avoid possible disconnection, you will need to pay your balance using an alternate payment method.

### **How do I update my card information, or cancel this service?**

Once you have enrolled, you can make any changes online through <https://recurringChampion.billmatrix.com>

### **What happens if a payment is rejected by my credit card company?**

You will receive an email notifying you of the rejected payment, and you will need to make alternate payment arrangements. In accordance with your terms of service, you may be assessed a Non-Sufficient Funds fee if your automatic payment is rejected by your financial institution.

Have other questions? Call us at 877-653-5090 or email [info@championenergyservices.com](mailto:info@championenergyservices.com).