



Introducing e-Billing

What is e-Billing?

e-Billing or electronic billing is the electronic delivery of invoices (bills) and related information by a company to its customers.

How does it work?

e-Billing enables billers to create and distribute digital bills to their customers. The obvious advantage of an e-Bill from a customer's perspective relates to timing. The customer no longer needs to wait for a bill to arrive in the mail.

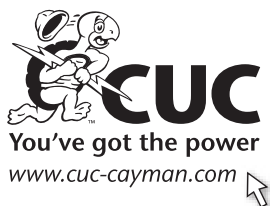
How can I sign-up for e-Billing?

There are four ways to sign-up:

- 1) Send a request for e-Billing services via e-mail to service@cuc.ky. Remember to include the e-mail address you require the e-Bill to be sent to.
- 2) Mail or fax a letter addressed to the Supervisor Customer Service requesting e-Billing services.
- 3) Complete a Customer Directive Form, which can be downloaded from CUC's website, and return it via e-mail, mail or fax or drop it off at one of our Cash Offices on North Sound Road or in the West Shore Center.
- 4) Complete a Customer Directive Form at one of our Cash Offices on North Sound Road or in the West Shore Center.

If I enroll in e-Billing, will I continue to receive a paper bill in the mail?

Once you sign-up for e-billing, paper bills will eventually be phased out.



For further information on e-Billing, please contact one of our Customer Service Representatives at 949-5200 or via e-mail at service@cuc.ky.

The Customer Service Department's fax number is 945-1218.