

Lighting the Way to Excellent Service

MLConnect billing/payment processes are getting a makeover. Ahead of the changes, we are here with details to help you navigate the transition. PLEASE READ CAREFULLY.

BEGINNING SEPTEMBER 2023:

- 1. New Online Portal** - Power and broadband accounts will be separated into two different portals/websites. Register for broadband access in the "Pay My MLConnect" tab at www.mlconnect.com after September 8.
- 2. App No Longer Active** - Log in to the account portal at www.mlconnect.com from your mobile device to pay, set up notifications, etc. (MLEC mobile app will no longer show broadband accounts.)
- 3. Autopay Re-Up** - If enrolled for autopay using a credit/debit card, you must re-enroll in the new portal **September 8-10** to have your September bill drafted; if not, payment will need to be made using a different method. This protects your card information during the changeover. (No action needed for drafts through a checking account.)
- 4. Checks and Mailed Payments** - If paying by check, a separate check is needed for broadband and power. Also, there is a new address for mailed broadband payments. Electric payments mailed to this address will be credited to broadband accounts.
- 5. New Account Number** - For security and full access, your MLConnect account number will have a "1" added at the beginning. For example, if the current account number is 99999, the new one would be 199999.

PROJECTED TIMELINE (LOOK FOR UPDATES ON WWW.MLCONNECT.COM):

- **September 1:** Subscribers receive September 1-30 statement via eBill notification; paper statements are mailed.
- **September 1-5:** Payment options available as usual.
- **September 6-7:** All payment options offline and unavailable during transition.
- **September 8:** Register for the new portal on www.mlconnect.com under the "Pay My MLConnect" tab. Those who normally use autodraft from a debit/credit card must re-enroll by 11 p.m. CST September 10 in order for payment to process on the 11th. Payments will require the new account number. (Not using auto draft? This is the perfect time to enroll to have your monthly bill paid automatically each month from your checking account or debit/credit card.)
- **September 11:** Due Date; autodrafts processed.
- **September 15:** Late fees waived on unpaid accounts to help subscribers adjust to new billing/payment methods.
- **September 17:** Last day to pay before disconnection.
- **October 1:** No bill from MLConnect. Begin expecting your MLConnect eBill notification no later than the 10th of each month. (Mailed paper statements will take a few days longer.) As shared in August's issue of *The Tennessee Magazine*, broadband is moving to a true prepaid service, which requires a **one time** occurrence of billing two months on one statement. Your October statement will cover both the October 1-31 and November 1-30 service periods.
- **October 25:** New Due Date. Auto drafts processed. Late fees applied. (Late fees waived this month on unpaid accounts to help subscribers adjust to new billing time frame.)
- **Last day of the month:** Disconnects processed. (\$25 reconnection fee).
- **GOING FORWARD:** Statements will be released by the 10th of each month with a due date of the 25th; late fees applied. Disconnects processed the last day of the month. If dates fall on a weekend or holiday, it will be the next business day.

For questions, contact your local MLEC office.

