

**No writing checks. No licking stamps.  
No sealing envelopes. Never worry about late payments.**

Berkshire Gas Direct is the easy way to pay your monthly Berkshire Gas bill. Now you can have your payment automatically withdrawn from your bank account. You'll never have to worry about late payments again and you'll save yourself time and hassles.

**It's simple.** You'll still receive a monthly bill with the amount owed and due date, but 20 days after the billing date, the funds will be electronically transferred from your account.\*

**It's convenient.** Once you're signed up, your bills are paid automatically. No more hassles.

**It's free.** There is no charge for this Berkshire Gas Customer Care service. **In fact, it will probably save you time and money!**

**Who is eligible?**

Any Berkshire Gas residential or commercial customer with a satisfactory payment history is eligible for Berkshire Gas Direct.

**How does billing work?**

Your utility bill will be mailed directly to you, but the amount due will be deducted automatically from your bank account as an electronic funds transfer (EFT). You may question your bill by contacting the Berkshire Gas Customer Service Department at **1-888-779-5563**. If a discrepancy is found, any adjustments will be made in the next payment cycle.

*\* If the 20th day falls on a weekend or holiday, the electronic funds transfer (EFT) will take place on the next business day.*

**b Direct** **Check-free.  
Stamp-free.  
Worry-free.**



**What happens if my account has insufficient funds?**

If your bank refuses to honor your EFT payment, Berkshire Gas will send you a written notification. You must then pay your bill in full by cash or money order before the next month's bill is received. A fee will be added to your account for each non-paid EFT transaction. If your next bill reflects a past due balance, you will be removed from Berkshire Gas Direct until your account is paid in full. Reinstatement is subject to Berkshire Gas approval.

**What if I change my mind?**

Should you decide to leave Berkshire Gas Direct, change bank accounts or close your bank account, you must notify Berkshire Gas or call our customer service center at 1-800-292-5012. Notification should be sent to: The Berkshire Gas Company, PO Box 1388, Pittsfield, MA 01202-9973.

**How do I sign up?**

Just complete the enclosed payment authorization and agreement form. If you're authorizing payment from a savings account, you'll need the account number at a U.S. bank and the bank's routing number (call your bank). For a checking account, just complete the form, attach a voided check, and mail to The Berkshire Gas Company, PO Box 1388, Pittsfield, MA 01202-9973. Processing may take 30 to 60 days. Berkshire Gas will notify you in writing when your payments are to begin. You should continue to pay your bill as usual until then.

**How can I learn more about Berkshire Gas Direct?**

If you have questions about Berkshire Gas Direct, just call our Customer Service Department at **1-888-779-5563** and a Berkshire Gas representative will be glad to assist you.

# **BERKSHIRE GAS**

## **AUTOMATIC PAYMENT AUTHORIZATION AND AGREEMENT**

"I", "me", and "my" refer to each person who signs below. "You" and "BGC" refer to Berkshire Gas Company.

**I authorize you to debit my Deposit Account on each Payment Due Date for the payment then due on my Berkshire Gas Company Account (all as identified below):**

### **BERKSHIRE GAS COMPANY ACCOUNT INFORMATION**

BGC Account #: \_\_\_\_\_  
Service Address: \_\_\_\_\_  
Payment Due Date: As described on the billing statement, not to be less than 20 days from the billing date.

### **DEPOSIT ACCOUNT INFORMATION**

Name(s) on Account: \_\_\_\_\_  
Bank Name: \_\_\_\_\_  
Bank Routing #: \_\_\_\_\_  
Deposit Account #: \_\_\_\_\_  
Account Type:       Checking (please provide a voided check)       Savings

I agree (i) to maintain sufficient available funds in my Deposit Account to make each payment on the Payment Due Date and (ii) to pay any insufficient funds charge incurred by BGC if I fail to do so. I understand that Berkshire Gas Company will give me advance notice of the payment amount.

This authorization shall remain in full force and effect until (a) BGC receives written notice of termination from me and has had a reasonable opportunity to act on it; or (b) BGC gives me notice of termination. If this authorization is terminated or if there are not sufficient available funds in my Deposit Account on the Payment Due Date to make a payment or if the Bank fails to transmit a payment to BGC for any other reason, I understand and agree that I remain fully obligated to pay all amounts due on my BGC Account, together with any late charges and other fees provided for in the Company's terms and conditions.

**This Authorization and Agreement must be signed by the owner(s) of the Deposit Account identified above. Each person who signs acknowledges receiving a copy of this document.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name:

\_\_\_\_\_  
Print Name:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Date: