

Upgraded Member Account Numbers

As a result of the account number upgrade, there are a few things you will need to be aware of to make the transition as smooth as possible:

- Make note in your records of your new account number. It can be found on the upper left-hand and bottom right-hand corners of your bill.
- If you call the Carroll EMC office, please have your new Member account number ready. This will ensure Customer Care Representatives are working with you on the correct account.
- If you use online banking with your personal banking institution, you will need to update your online banking profile to reflect the new Member account number so the payment will be applied to the correct account.
- If you pay using the IVR automated phone payment system, be sure to enter your new Member number.
- If you have created a profile on our website or an e-check profile on the IVR system, you will need to update your profile to reflect your new account number.
- If you attempt to make a payment with an old bill, or an old e-bill link, these won't work after December 3rd.

We appreciate your patience as we undergo this upgrade. By following the tips listed above, you can help make this an easy transition.