



Attention Debit and Credit Card Auto Pay Members!

On July 14th, if you are currently registered for Auto Pay with a debit or credit card you will be required to re-register for Auto Pay in our new SmartHub payment system!



Web & Mobile Instructions

After we launch on July 14th we will have instructions on how to register your account and re-activate your Auto Pay settings on our SmartHub support page at traverseelectric.com/smarthub.



Need Some Assistance?

After launch day on July 14th, if you have questions or issues with the registration process, you may contact customer service at (320) 563-8616.

***YOU CANNOT REGISTER UNTIL THE 07/14 LAUNCH DATE.**

Dates and Information



If you are on our current Auto Pay system using a debit or credit card, please take note of these dates. We will have a grace period regarding late fees.

On July 14th, please register your account in SmartHub. We will have information on how to re-register your account for Auto Pay on our SmartHub support page at traverseelectric.com/smarthub.

Payments During System Transition

From July 7th - July 13th, we will not accept credit/debit/echecks via the mobile app, online account access, or payments by phone during this transition period.

We will still accept cash/check payments mailed or dropped off at our office.

More information can be found on our SmartHub support page at traverseelectric.com/smarthub.