



Auto Pay Authorization Form

Black Hills Energy
P.O. Box 6006
Rapid City, SD 57709
Phone: 888-890-5554
Fax: 800-540-2486

Dear Customer:

We appreciate your interest in our Auto Pay program. As you requested, below is an enrollment application. Auto Pay is a free and easy alternative to writing a check, finding a stamp and mailing your payment each month.

Here's how it works each month:

1. You receive advance notice by mail of the date and dollar amount of the payment to be deducted.
2. Payment of your bill is automatically deducted from your bank account on your due date.
3. You can monitor your account and rest assured your bill is paid.

With Auto Pay, you can have the deductions drawn from either your checking or savings account.

Benefits of Auto Pay

- Save time: No need to worry about writing a check each month.
- Worry-free: Never miss a payment. (Great for your credit, too!)
- No late fees: Your bill will be paid in full every month.
- It's secure: Your payment information is always kept safe.

Many customers already enjoy these benefits, and so can you. Take control and sign up today. Simply complete the bottom portion of this form and mail separately from your utility bill payment to:

Black Hills Energy
Auto Pay Enrollment
P.O. Box 6006
Rapid City, SD 57709

Enrollment and/or changes can also be made online at www.blackhillsenergy.com/autopay by logging into your account.

Please print

Black Hills Energy account # _____ Checking Savings

Phone (home) _____ (work) _____

Name on bank account (print) _____

Bank name _____ 9-digit bank routing # _____

Bank account # _____

I agree to the Terms & Conditions for the Auto Pay program and have retained a copy for my records.

Signature _____ Date _____

Bank account holder must also sign form if name differs from utility account

Terms & Conditions are also available to download at www.blackhillsenergy.com/autopay.

Black Hills Energy Automatic Bank Transfer Terms & Conditions

Please read the following Terms and Conditions for the Automatic Bank Transfer Payment Option program:

1. Black Hills Energy will electronically deduct from your bank account (i) your monthly utility bill on the due date of your bill; and (ii) your final utility bill on the due date of your final bill upon any change in the status of your utility account to inactive. Please check your financial institution account statement to verify the date and amount of any automated payments initiated by Black Hills Energy. In the event of an error, please notify your financial institution and Black Hills Energy immediately. Enrollment in the Automatic Bank Transfer program must be made in one of four (4) ways:
 - a. Log in to your account at www.blackhillsenergy.com and click on the Enrollment link under the Automatic Bank Transfer section and complete the online enrollment on-screen instructions.
 - b. Call customer service at 888-890-5554 and speak to a representative
 - c. Visit a Black Hills Energy customer service location in your area
 - d. Mail a completed Automatic Bank Transfer form to: Black Hills Energy; PO Box 6006; Rapid City, SD 57709
2. The bank account information you provide during the Automatic Bank Transfer enrollment is very important. Black Hills Energy shall not be liable for any loss which may arise solely by reason of error, mistake, or fraud regarding this information. You understand that you must communicate any change in your banking information to Black Hills Energy in one of four (4) ways:
 - a. Log in to your account at www.blackhillsenergy.com and click on the link to change Automatic Bank Transfer and complete the online change on-screen instructions
 - b. Call customer service at 888-890-5554 and speak to a representative
 - c. Visit a Black Hills Energy customer service location in your area
 - d. Mail a completed Automatic Bank Transfer form to: Black Hills Energy; PO Box 6006; Rapid City, SD 57709
3. Each month you will receive your bill, either via eBill or through USPS mail, which will display the amount that will be deducted from your bank account and the date on which it will be deducted. The Automatic Bank Transfer payment program for your account will not start until your bill indicates "Automatic Bank Transfer." In the meantime, you will need to continue making payments.
4. Your monthly due date may vary slightly. If the due date falls on a weekend or a holiday, your payment will be deducted the following business day.
5. If your payment is dishonored, Black Hills Energy retains the right to collect the dishonored payment along with service charges, if applicable. Black Hills Energy reserves the right to terminate the Automatic Bank Transfer program due to dishonored payments.
6. You may discontinue participation in the Automatic Bank Transfer program at any time by notifying Black Hills Energy. Any request to discontinue the program must be received at least five (5) business days in advance of the due date of your current bill to stop the online bill payment on such due date. Any request received less than five (5) business days before the due date may be processed following that due date. Requests can be made in four (4) ways:
 - a. Log in to your account at www.blackhillsenergy.com and click on the link to stop your Automatic Bank Transfer
 - b. Call customer service at 888-890-5554 and speak to a representative
 - c. Visit a Black Hills Energy customer service location in your area
 - d. Mail a written request to: Black Hills Energy; PO Box 6006; Rapid City, SD 57709
7. If at any time your utility account is rendered inactive, your participation in the Automatic Bank Transfer program will automatically end. In that event, Black Hills Energy will withdraw the final bill payment on the due date, prior to the Automatic Payment Transfer program becoming inactive for your utility account. Reactivation of a utility account will require a new Automatic Bank Transfer enrollment.
8. Black Hills Energy reserves the right to cancel access to the Automatic Bank Transfer program if there is reason to believe that the account is being unlawfully accessed or payments are being processed using fraudulent information. Black Hills Energy reserves the right to modify or terminate the Automatic Bank Transfer program and is not responsible for any service unavailability.
9. Black Hills Energy may use email as a source of communication to you regarding the Automatic Bank Transfer program. As a customer, you may be notified via email when your billing statements are available online or if a payment cannot be processed. If your email address changes, it is important to ensure that you update your profile once you log in to Black Hills Energy website or notify Black Hills Energy Customer Service. Black Hills Energy reserves the right to use the email address provided in your profile to notify you of additional products and services offered by the company.

Terms & Conditions are available at www.blackhillsenergy.com. For any questions about your enrollment or your bill, please visit our website at www.blackhillsenergy.com or call Black Hills Energy customer service at 888-890-5554.