

FREQUENTLY ASKED QUESTIONS

Your source for answers to the most commonly asked questions about the Western Union bill pay service. Depending on your location, payments may be made using:

- Quick Pay at Photo Kiosks at Walgreens/Rite Aid see below
- Quick Pay at Money Transfer by Phone at Walgreens/Rite Aid see below
- Quick Pay **OR** Convenience Pay at Agent locations (see WU website for location details)

Where can I make my Versant Power payment?

Customers can make payments at Western Union locations. Visit locations.westernunion.com to locate a nearby participating location.

May I pay with a check or credit card?

Western Union Quick Collect Payments may be made with cash only. Some Convenience pay locations accept both cash and checks. Debit cards are accepted at select Agent locations.

What do I need to complete a payment?

You will need the following information at the Agent location:

For Customers in the Bangor Hydro District:

- Name & Phone # (first time user)
- Company name: Versant Power Bangor Hydro
- Account number
- Amount to be paid

For Customers in the Maine Public District:

- Name & Phone # (first time user)
- Company Name: Versant Power ME Public
- Account number
- Amount to be paid

What is the next step?

Visit the Agent's Customer Service Counter; give the clerk your information, payment and transaction fee.

Will I be charged a fee for this service?

There is a \$1 convenience fee.

How do I track the payment?

A receipt will be provided to confirm your transaction. Use the MTCN (money transfer control number) on your receipt to track your payment.

When will this post to my account?

Payments are posted to your account within 2-3 business days.



BILL PAYMENT INSTRUCTIONS

Money Transfer by Phone at Walgreens/Rite Aid

Locate the Western Union phone

Please provide the Western Union Operator on the call with the following information:

- Locator ID (number in the yellow box above the phone designating where the customer is calling from)
- Your Name
- Your Phone Number
- Company Name:

Versant Power Bangor Hydro

(for Bangor Hydro district customers)

Or

Versant Power ME Public

(for Maine Public district customers)

- Your **Versant Power** Account Number
- Amount to Pay

The Operator will provide you with a **temporary transaction number**.

Take the number and your funds to the service counter to **complete the transaction**.

Receive a receipt containing the MTCN number to **track the payment**.

A photograph of a Western Union receipt form. The form is white with a black header that says "WESTERN UNION MOVING MONEY. FOR BETTER". Below the header, there is a line for "Temporary Transaction Number:" followed by a blank space. Below that, there are three input fields labeled "Amount", "Fee", and "Total". At the bottom, there is a line for "Call 1-877-984-6473 to start your transaction and then visit an Agent location to complete it." and a line for "Para completar el servicio".

BILL PAYMENT INSTRUCTIONS

Photo Kiosk at Walgreens/Rite Aid

Locate the Walgreens Photo Kiosk

Select "Other Services" at the top of the screen.
Then select "Pay a Bill" to initiate the transaction.

Customer may either :

Provide Biller's Information

Type in the first few letters of the Company name

Versant Power Bangor Hydro

(for Bangor Hydro district customers)

or Versant Power ME Public

(for Maine Public District Customers)

and choose from the available options displayed on screen.

OR

Choose from the previous biller list that populates if the customer has paid a bill with Western Union in the past.

Select finalize and proceed to the register to complete the transaction

At the register, provide the phone number and payment amount.

Clerk will provide receipt containing MTCN to track the payment.

