

# PECC: Frequently Asked Billing Questions

**Q. When is my payment due?**

A. Payment is due on the first business day of the month. You pay in advance, so your November payment is due on the first weekday of November, for example.

**Q. Where do I access my statement?**

A. Statements will be emailed to the email address you registered. If you would like a printed copy or change the email on file, please contact the office.

**Q. Why are School-aged Child Care bills a different amount each month?**

A. School Age Childcare is charged a daily rate. It will vary depending on the days you are registered and how many days of school that month.

**Q. Why are Infant/Toddler & Preschool bills the same amount each month?**

A. Infant/Toddler & Preschool programs use a monthly rate. This is calculated by using the Milan Area Schools' 180 days/year and dividing into 9 equal payments. Half day preschool is adjusted on a smaller number of days/year, as they attend less days than full day programs.

**Q. Do I pay for district closure days?**

A. PECC remains open for regular hours on **district half-days** only. PECC gives credit to accounts for each snow day or unforeseen circumstance closure **after three unexpected closure days**. We do not refund for **partial closure days** due to emergencies, although those are rare.

**Regularly scheduled district closures** on the MAS District Calendar, including District Professional Development days (4 per year), are included in the cost for Infant/Toddler & Preschool programs.

**Q. Do I get credit for sick time or family vacations?**

A. No. Payment is expected based on the schedule you have requested for your child. Credit is not given for absences or personal vacations.

**Q. Can I change my schedule?**

A. Anytime you need to permanently change your schedule, request a schedule change form from the PECC office. The change will not take place until the form has been received, and adding days are based on availability. PECC requires a minimum of **2-week notice** for schedule changes and billing modifications.

**Q. How can I pay?**

A. There are drop **boxes** located by the Preschool/Childcare rooms for payment (by check to: Milan Area Schools). You may also mail it to PECC: 707 Marvin St., Milan, MI 48160. Families may also use **eFunds** for credit/debit payments, found on milanareaschools.org.

You may also set up **bill pay with your personal bank**, who will send us a check monthly free of cost to you. **Please do not send payment with your child.**