

June 9, 2023

Attention Valued Sandy Pines Members

As communicated in this month's Footprints, we have successfully negotiated with Spectrum to extend the original modem shut off date from June 5, 2023, to June 19, 2023. Please make sure you have your equipment ordered, delivered and installed prior to June 19, 2023. We will not be able to extend your old modem service past June 19, 2023.

Paperless and Other Billing Options

As communicated in this month's Footprints, members will need to move their statements to paperless or update to your home mailing address. Member bills are being delivered to Member Service or being placed in the incorrect postal boxes in the mail room by USPS. Member Service cannot accept these bills. Effective immediately, Member Service will place return to sender on all statements delivered to our office. Here are the options to change from mailed statements to paperless statements. If you chose to have paper statements, you may edit your mailing address. It cannot be the Sandy Pines address. Please see below options and step-by-step examples when you login into your Spectrum account.

1. Login to your account via web browser at spectrum.net. Click 'Sign In'. Sign In using your Username and Password. Click on the upper right 'Profile' icon for a drop-down menu and select 'Settings'. Click on the 'Notifications' tab. Under 'Paperless Billing', click YES. This will send your bill to your email on your account.
2. Login to your account via web browser at spectrum.net. Click Sign In. Sign In using your Username and Password. Click on the upper right profile icon for a drop-down menu and select 'Settings'. Click on the 'Notifications' tab. Under 'Billing & Order Notifications', you'll see your current Billing Address (Sandy Pines Admin Building). Click on the 'Manage' button to update it to your personal mailing address.
3. Login to your account on the My Spectrum App. Click on the upper right profile icon to view your account data. Click on 'View Account Info'. The Billing Address is displayed. Click on 'Edit' to update it.
4. Call Spectrum Community Solutions support at 833-697-7328, input your account number when prompted, and have a customer service agent update your billing address.

Spectrum

Upgrade | Watch TV | Email | Get Support | Español



2745 136th Ave
Hopkins, MI 49328

Settings

Sign Out

Settings

Service Address
2745 136th Ave , Hopkins, MI
49328
[Moving?](#)

Your Info


Sign In & Security

People

Notifications

Billing & Order Notifications

Choose how you want to receive notifications about your monthly billing notices, payments and order notifications.

Paperless Billing  Not Enrolled

OFF

Reduce clutter and keep your personal info secure by enrolling in paperless billing. You'll automatically receive a notification when your statement is ready to view online.

Billing & Order Notifications

Choose how you want to receive notifications about your monthly billing notices, payments and order notifications.

Paperless Billing  Enrolled

ON

You'll automatically receive an email or text notification when your statement is ready to view online.

Billing Address

2745 136th Ave # 963 Hopkins, MI 49328

Manage

Billing Address

Street Address

2745 136TH AVE #

Apt, Suite, etc. (Optional)

**ENTER YOUR PERSONAL MAILING
ADDRESS HERE and CLICK SAVE**

City

HOPKINS

State

MI

ZIP Code

49328

Cancel

Save

To find your account number:

1. Login to your account via web browser at spectrum.net. Click on the Billing tab. Your account number is displayed.
2. Login to your account on the My Spectrum App. Click on Billing Icon at bottom of screen. Click on 'View Statements'. Click on a Statement Date. Your account number is displayed at the top of each statement.

If you have any questions regarding your options or how to update your address, please contact Spectrum Customer Service. They will be able to be able to assist you.

Thank You,



Jeff Sweitzer
Park President