

# Attention Members using Pay by Phone: Our Pay by Phone number has changed.

At Pioneer Electric, we are continuously working to improve our services. As part of that effort, we want to inform members of an important change to our Pay by Phone payment option to meet new PCI compliance requirements.

**As of November 4, 2024, our Pay by Phone number has changed.**

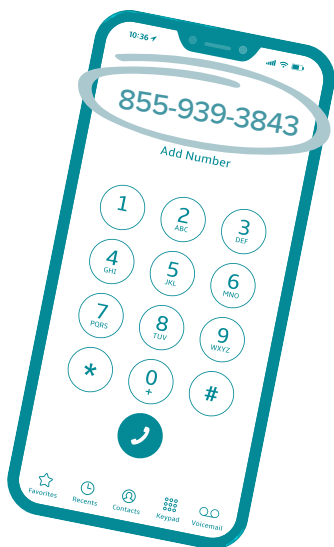
The new phone number to make payments by phone is: **855-939-3843**.

To avoid disruptions to your payment process, we encourage you to update any saved contact information and make note of this change.

As always, our Pay by Phone payment option remains a convenient and secure way to pay your bill 24/7. If you have any questions or concerns regarding this change, please contact us at 800.762.0997.



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# six convenient payment options

**PAY ONLINE:** Use SmartHub at [www.pioneerec.com](http://www.pioneerec.com). Pioneer will send you notification via email when your bill is posted online.

**AUTO PAY:** Authorize auto pay through SmartHub or by filling out a form. Your monthly bill will still be mailed to you, or you can select paperless billing and view it electronically.

**PAY BY PHONE:** Call 855-939-3843\* - *new number*. The automated system allows you to enter your information securely.

***Before you call you will need:*** Your account number and the last four digits of the account holder's social security number or your chosen four-digit pin.

**TRADITIONAL MAIL:** Payment envelopes are included with your statement.

**PAY STATION:** Use Piqua office pay station 24-hours a day, seven days a week. The pay station accepts credit and debit card, check or exact cash. Payments will be posted to your account immediately.

**PAY IN PERSON:** Payments may be made in person at either the Piqua or Urbana office from 8 a.m. to 4 p.m., Monday through Friday. Both offices also have a 24-hour drive-up depository.

*\*The drive-in and walk-up depositories are for CHECKS ONLY.*

*\*Returned checks will require a fee of \$35.*