How to sign up for auto-pay online through the IVR (pay-by-phone)

Auto-pay can be setup through the IVR immediately after making a regular monthly payment through the IVR.

1. Dial 1-855-730-8709 for IVR (pay-by-phone)
2. For English press 1; For Spanish 2
3. To make a payment, press 1
4. To look up account information
   a. By phone number listed on account, press 1
   b. By account number, press 2
5. Enter account number or phone number and press pound sign
   a. System will confirm account number or phone number
   b. If correct, press 1
   c. If not correct, press 2 and re-enter information
6. Enter 4-digit personal identification number (this is setup by you the first time you use the system)
7. The system will tell you the balance and/or you can enter a specific payment amount
8. Enter payment amount
   a. Confirm payment amount
   b. You can add another account to make a payment to by pressing 1 if you have more than one account
9. To process payment press 2
10. Choose how to pay:
    a. If paying by credit card press 1
    b. If paying by check press 2
11. Enter credit card or checking information and hit pound sign.
    a. Confirm information.
12. Press 1 to save payment information
13. Press 1 to automatically pay every month. (It will give you a confirmation code after payment is processed.)

Note: When using the pay-by-phone (IVR) option, you can also update your phone number, enter a meter reading, get account status (such as when you made a last payment, get your current balance, etc.), and edit/cancel recurring payments.

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__In addition, (not part of IVR):__ If you are signed up to receive notifications through SmartHub you will receive either a text or an email stating that a payment was made, depending on how you have chosen to be notified. Instructions for SmartHub setup is as follows (this is __not__ required in order to make payments through the IVR, only if you want to receive notifications).

__Setting up notifications in SmartHub:__

To setup automatic notifications in SmartHub (this is __not__ required for paying or setting up auto-pay through the IVR):

You can get to the SmartHub login page either by going to People's Energy Cooperative's website and following the links (steps 1-5 below) or you can go directly to the SmartHub login at https://peoplesrec.smarthub.coop/Login.html#login .

1. Go to People's Energy Cooperative's website at https://peoplesenergy.coop/
2. Click on 'payment options' in the 'your account' drop down.
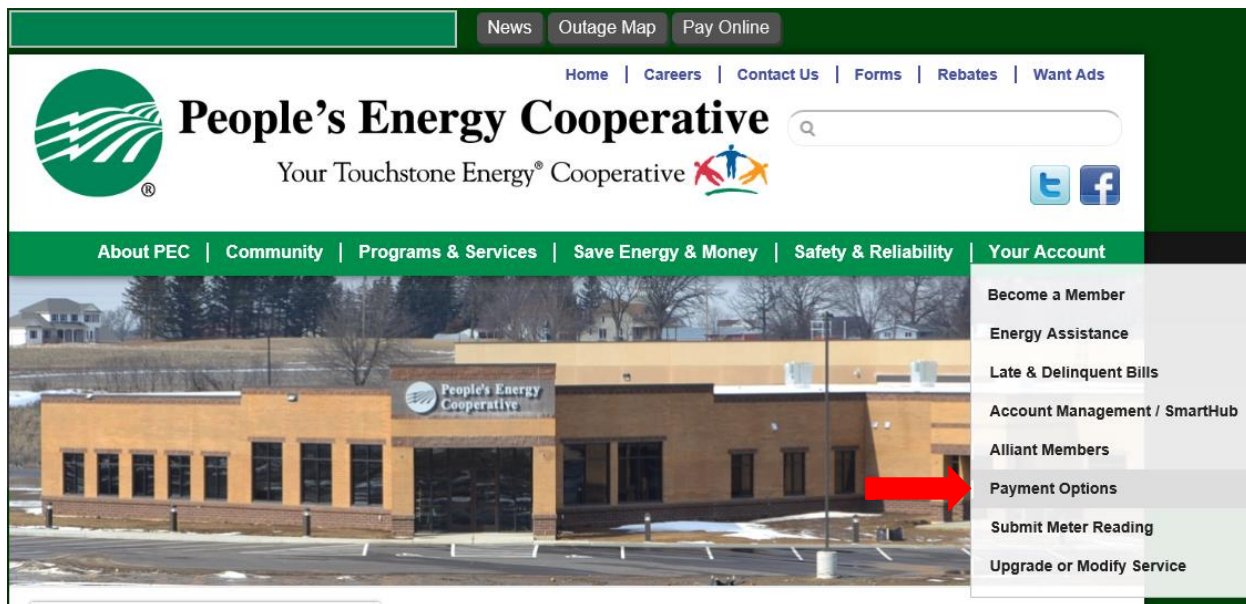
3. Click on 'SmartHub' in automatic payment plan section:

Automatic Payment Plan

Join the Automatic Bill Payment program and have funds automatically deducted from your checking, savings or credit card account each month. No more writing checks, paying postage or mailing your electric bill. It's all taken care of, and there's never a late payment!

Program details:

- Your electric bill deducts from your bank account or credit card (MasterCard, VISA or Discover) automatically.
- Payments will be deducted on the due date, as stated on your bill. If this date falls on a weekend or holiday, the deduction will take place the following business day.
- You will continue to receive your monthly electric bill(s), electronically or by mail. Your bank or credit card statement will also reflect your payment.
- Sign-up through our automated phone payment system by calling 855-730-8709 or online through SmartHub.

4. Click on 'manage your account'

Account Management - SmartHub

SmartHub is an online tool that enables you to either make a one time payment or manage your account by computer, tablet or smartphone.

5. Sign in to your SmartHub account if you already have one, or create one if you do not. If you do not already have the sign in page bookmarked, you can do so and skip all the steps before this. https://peoplesrec.smarthub.coop/Login.html#login

Enter e-mail address & password to login

E-Mail Address

Password

Login

Can't access your account?
New User? Sign up to access our Self Service site.
Version: 4.0.7

Note: If you need to create an account for the first time, you will need your account number. Here is an example of the new user registration page.

New User Registration

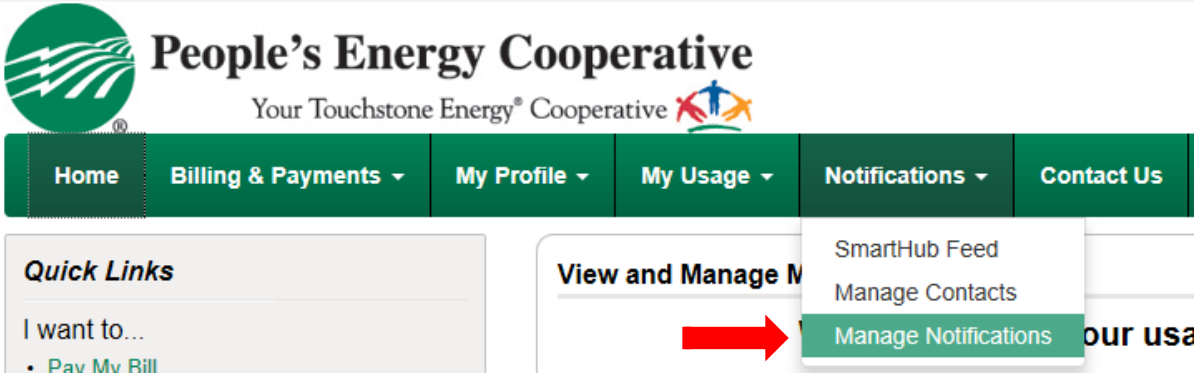To register as a new user, please enter the following information.

Account Number

Last Name or Business

E-Mail Address

Submit   Reset   Cancel

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Managing Notifications once in SmartHub:

In addition, you can also setup your account through SmartHub so that you can receive notifications when your bill is available, a payment has been processed through auto-pay, etc.

1. From the SmartHub home page click on the 'Notifications' tab and choose 'manage notifications' in the dropdown. You will need to make sure your contact information is up to date in the 'manage contacts' dropdown.

People's Energy Cooperative
Your Touchstone Energy® Cooperative

Home | Billing & Payments ▾ | My Profile ▾ | My Usage ▾ | Notifications ▾ | Contact Us

Quick Links

I want to...
• Pay My Bill

SmartHub Feed
Manage Contacts
Manage Notifications

View and Manage

Example of screen shot on next page.

Manage Notifications

Use this page to sign up for notifications about activity on your billing account. Expand the notification heading to see all available notifications for that type.

▣ Billing

☑ Select All

☑ Bill Available	This is a notification to inform you when your bill is available in SmartHub.	Multiple Contacts	Options
☑ Billing Change	This is a notification to inform you when you change your billing options from SmartHub.	Multiple Contacts	Options
☑ Cutoff Notice	This is a notification to inform you when your bill is past due in SmartHub.	Multiple Contacts	Options
☑ DQ Notice	This is a notification to inform you when your bill is past due in SmartHub.	Multiple Contacts	Options
☑ Payment Confirmation	This is a notification to inform you we received your payment submission.	Multiple Contacts	Options
☑ Scheduled Payment Notification	This is a notification to inform you when a payment is scheduled or canceled.	Multiple Contacts	Options
☑ Unsuccessful Payment Notification	This is a notification to inform you when an unsuccessful payment has been made.	Multiple Contacts	Options

2. Click on 'options' to setup how you want to receive the notifications and follow the instructions on the screen.