

How to sign up for auto-pay online through the IVR

(pay-by-phone)

1. Dial 1-844-965-1335 for IVR (pay-by-phone)
2. For English press 1; For Spanish 2
3. To add, edit or cancel a recurring payment, press 7
4. To look up your 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
 - i. If correct, press 1
 - ii. 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. Enter payment method
 - a. To add checking account, press 1.
 - b. To add credit card, press 2.
8. Enter payment method information
 - a. System will confirm payment method information.
 - i. If correct, press 1
 - ii. If not correct, press 2
9. If entering credit card information, enter expiration date
 - a. System will confirm expiration date.
 - i. If correct, press 1
 - ii. If not correct, press 2
10. Confirm zip code, if prompted.
11. You should receive a message stating your recurring payment has been successfully setup. If not, please contact members services.
 ** Please allow one billing cycle for recurring payments to take effect.

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.

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 auto-pay was setup, depending on how you have chosen to be notified. Instructions for SmartHub setup can be found in the SmartHub section of our website, under 'account management' in the 'Member Center'.*