

# Polk County Rural Public

## Power District Introduces...

PAY~BY~PHONE TOLL-FREE NUMBER

1-844-859-5977

If you want to make a payment on your bill over the phone using a credit/debit card or check, you MUST call the above number.



The system is automated and all of your personal information, such as card number and payment amount, will be entered by YOU.

At any time, you may hang up and this will discontinue the phone call.

**NO ADDITIONAL FEE!**

**BEFORE YOU CALL YOU WILL NEED YOUR ACCOUNT NUMBER FROM YOUR STATEMENT.**



After dialing you will go to the main menu. You'll be prompted to press numbers for the actions you wish to complete.

If paying by check you will need to create a PIN (personal identification number) BEFORE you can make a payment with a check.

Polk County RPPD must move to the automated system in order to be compliant with the Payment Card Industry (PCI) Data Security Standard. These worldwide requirements are designed to help companies that process such payments prevent credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept debit and credit card payments.



402/764-4381

Your Touchstone Energy® Partner  
The power of human connections®

## Introducing Polk County Rural Public Power District's Pay-By-Phone Service - Quick Reference Guide

**Toll-Free Number 1-844-859-5977**

### MAIN MENU

Please create a 4 digit PIN-Personal Identification Number that is easy to remember and enter a phone number the first time you call.

1. To inquire on your account or make payment press 1
2. To update your phone number press 2
3. To create or update your PIN number press 3
2. To enter a meter reading press 4 (please enter preceding zeros)
5. To repeat this menu press 9

### HOW TO MAKE A PAYMENT

1. To look up your information using your phone number press 1
2. Using your account number press 2
3. Please enter your account number followed by the # sign (*repeats back*) if this is correct Press 1, if not Press 2
4. If you are calling in regards to your service at (*gives address*) press 1, otherwise press 2
5. Please enter your four digit PIN, (*please hold while I check that account for your electric service, listen for information*)
6. To pay the total amount due press 1
7. To enter a specific payment amount press 2
8. To continue without making a payment press 3
9. To hear this information again press 9
10. Please enter the amount you wish to pay followed by the # sign (*enter amount and listen*), if this is correct press 1, if not press 2
11. If you wish to add another account to your total, please press 1
12. To process your payments press 2

### SELECT PAYMENT METHOD

1. Pay by American Express, Discover, Master Card or Visa press 1 (*follow all prompts through zip code entry*)
2. If you wish to pay by check press 2
3. Exit this menu without making a payment (will take you back to payment options menu)
4. To repeat these options press 9

### CHECK AS YOUR PAYMENT METHOD

1. Please enter your banks 9 digit routing number
2. If this is correct press 1, if not press 2
3. Please enter your checking account number followed by the # sign
4. If this is correct press 1, if not press 2
5. If this is a personal account press 1, if this is a business account press 2
6. If this is your checking account press 1, if this is your savings account press 2
7. If you wish us to save your payment information press 1 if not press 2
8. If you wish to have your bill automatically withdrawn from your account each month press 1, if not press 2
9. The total amount you have elected to pay is \$....., if this is correct press 1, to review your payments press 2, to repeat these options press 9 Your payment's verification code is.... For \$....., to hear this information again press 1, to continue press 2
10. If you are finished making payments you may hang up at any time. Thank you for using our automated payment system.