



**PIE&G
Connect**
Powered by PIE&G

Set Up Auto Pay by Phone

Below are instructions on setting up automatic account payments using our automated phone system.

- 1. Find Your Account Number**
 - Locate your 10-digit digital account number at the top of your PIE&G bill.
- 2. Make an Initial Payment**
 - Ensure you are ready to make a minimum payment of \$5 or pay your bill in full. All future payments will be charged to the credit card you add.
- 3. Call the Automated System**
 - Dial 1-866-999-4571 to access the automated phone system and select option 2.
- 4. Enter Your Account Number**
 - Enter your 10-digit PIE&G account number when prompted.
- 5. Choose Payment Amount**
 - Select 1 to make a full payment or 2 for the required \$5 minimum payment.
 - Example: To pay \$16.50, enter 1650#.
- 6. Optional: Add Other Accounts**
 - To add other accounts to this transaction, press 1 and repeat the steps above.
- 7. Proceed to Credit Card Information**
 - Select 2 to enter your credit card information.
 - Select 1 to use Mastercard, Visa, Discover, or American Express.
- 8. Optional: Additional Options**
 - Press 3 to add another account to your payment total.
 - Press 4 to exit the menu without making a payment.
- 9. Enter Credit Card Details**
 - Enter your credit card number and press #.
 - Confirm the card number is correct by pressing 1 or press 2 to re-enter the card number.
- 10. Enter Expiration Date**
 - Enter the credit card expiration date using 2 digits for the month and 2 digits for the year (e.g., for January 2025, enter 0125).
- 11. Enter the Billing Zip Code**
 - Enter your billing zip code, and confirm it is correct by pressing 1 or 2 to re-enter.
- 12. Store Credit Card for Autopay**
 - Press 1 to store this credit card securely for autopay on future bills.
 - Press 1 to authorize automatic payments on the billing due date each month.
- 13. Optional: Review Payments**
 - Press 2 to review your payments.
- 14. Confirmation**
 - You should receive a confirmation that "Your recurring payment has been successfully set up" and receive a payment verification code.

Please feel free to contact us at (800) 423-6634 for assistance.