



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. Call the Automated System

- Dial 1-855-939-3541 to access the automated phone system, and select option 6 for the recurring payment option.

3. Enter Your Account Number

- Enter your 10-digit PIE&G account number when prompted.
- Confirm the account number is correct by pressing 1 or press 2 to re-enter the account number.

4. Creating a Recurring Payment

- If an existing recurring payment exists, press 1 to edit the recurring payment or 2 to delete the recurring payment.
- If no recurring payment exists, press 1 to enter a recurring payment or press 2 to return to the main menu.

5. Proceed to Credit Card Information

- Recurring Payments are allowed with debit or credit cards. To continue, press 1. To return to the main menu, press 1.

6. Enter Credit Card Details

- Enter your credit card number and press #.

7. 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) and press #.

8. Enter the Billing Zip Code

- Enter your billing zip code and press #.

9. Enter Security Code

- Enter the security code from the card and press #.

10. Confirmation Message

- If credit card information was entered correctly, you should receive a confirmation that "Your recurring payment has been setup and will take effect on your next bill."

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