

## PAYING YOUR BILL

### By Mail

All bills may be paid by return mail using the return envelope provided.

### By Telephone

Checks, debit cards, Visa, Mastercard, Discover and American Express credit cards accepted. Call 1-800-255-6815.

### Online

Gas and Electric members can pay online with checks, debit cards, Visa, Mastercard, Discover and American Express credit cards. Find out more about online bill pay at [www.theenergycoop.com](http://www.theenergycoop.com).

### In Person

Bills may be paid at the main office located at 1500 Granville Road, Newark, Ohio. Both our walk-in hours and drive-through hours are Monday through Friday from 7:30 a.m. until 5:30 p.m. (except for holidays).

All bills may be placed in our night drops located at two locations: 1500 Granville Road, inside the member service entrance; 11339 Mt. Vernon Rd., Utica, Ohio at the Licking Rural Electrification, Inc. building located on the north side of the building. (Payment should always include a copy of the billing or account number along with the check or cash payment as well as the name on the account and service location.)

## ONLINE BILL PAY

Gas and Electric members can pay online with Checks, debit cards, Visa, Mastercard, Discover and American Express credit cards. Go to [www.theenergycoop.com](http://www.theenergycoop.com) and click on **Pay/View Your Bill**. Under the section heading, **Online payments for Gas and Electric**, go to **Click here to securely view/pay your bill online**. After being directed to a new page, you will then need to sign in with your user name and password. If you are using the online bill-pay for the first time, click on the link below the login to sign up for a new user account. You will then need to fill out the New User Registration form. Once your account is created you can log on with your user name and password to access your bill and pay your balance online.



## REDUCE YOUR ON HOLD TIME

When calling The Energy Cooperative for routine business, remember that Tuesday through Thursday in the afternoon most calls are answered in less than one minute.

**Please call 1-800-255-6815 if you have any questions!**



### At the Bank


There are also several banks in our area which will accept The Energy Cooperative bill payments such as:

LICKING COUNTY	PARK NATIONAL BANK
KNOX COUNTY	FIRST KNOX NATIONAL BANK
RICHLAND COUNTY	FIRST KNOX NATIONAL BANK FARMERS BANK
ASHLAND COUNTY	FARMERS BANK
FAIRFIELD COUNTY	PARK NATIONAL BANK
PERRY COUNTY	PARK NATIONAL BANK

# Understanding Your Billing Statement



the **ENERGY**<sup>™</sup>  
cooperative

Your Touchstone Energy® Partner 

1500 GRANVILLE ROAD  
P.O. BOX 4970  
NEWARK, OH 43058

1-800-255-6815  
[www.theenergycoop.com](http://www.theenergycoop.com)

