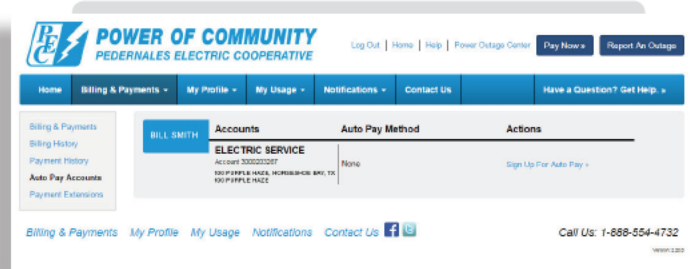


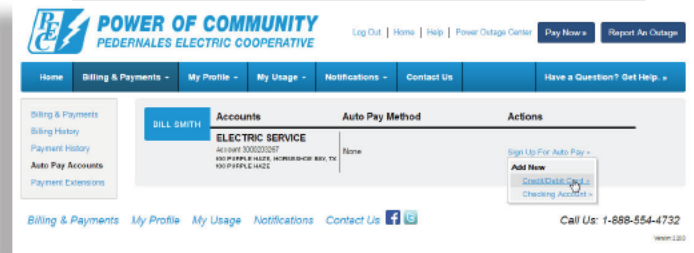
Managing Auto Pay

Managing Auto Pay through SmartHub web portal

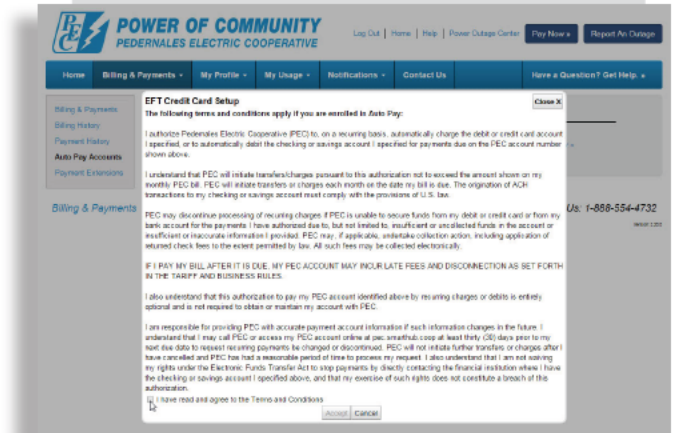
1. After logging into SmartHub, navigate to the Auto Pay Accounts screen under the Billing & Payments tab.



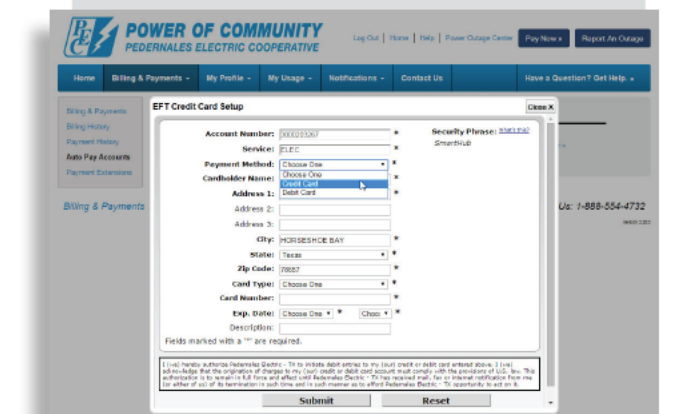
2. Click Sign Up For Auto Pay and select Credit/Debit Card or Checking Account.



3. Read and agree to the Terms & Conditions.



4. Select your Payment Method Type from the dropdown menu.



Managing Auto Pay

5. Complete required fields by entering payment information. Click Submit.

The screenshot shows a web form titled "EFT Credit Card Setup" with a success message: "Your Auto Pay with Credit Card Number *****6295 has been added." The form contains the following fields:

- Account Number: 900203267
- Service: ELEC
- Payment Method: Credit Card
- Cardholder Name: BILL SMITH
- Address 1: 100 PURPLE HAZE
- Address 2: (empty)
- Address 3: (empty)
- City: HORSESHOE BAY
- State: Texas
- Zip Code: 79667
- Card Type: VISA
- Card Number: *****6295
- Exp. Date: February 2019
- Description: WF debit

Fields marked with an asterisk (*) are required. A "Security Phrase" field is also present with the value "ABC1234".

6. You'll then see a message notifying you that your Auto Pay has been added.

7. On the Auto Pay Accounts screen, you will now see your Auto Pay Method.

The screenshot shows the "Auto Pay Accounts" screen for user BILL SMITH. The page header includes the "POWER OF COMMUNITY" logo and navigation links. The main content area displays the following information:

Accounts	Auto Pay Method	Actions
ELECTRIC SERVICE Account 900203267 100 PURPLE HAZE, HORSESHOE BAY, TX 100 PURPLE HAZE	VISA WF debit (Ending in 6295)	Update or Cancel Change Payment Method

At the bottom of the page, there are navigation links for "Billing & Payments", "My Profile", "My Usage", "Notifications", and "Contact Us", along with a contact number: "Call Us: 1-888-554-4732".

Managing Auto Pay

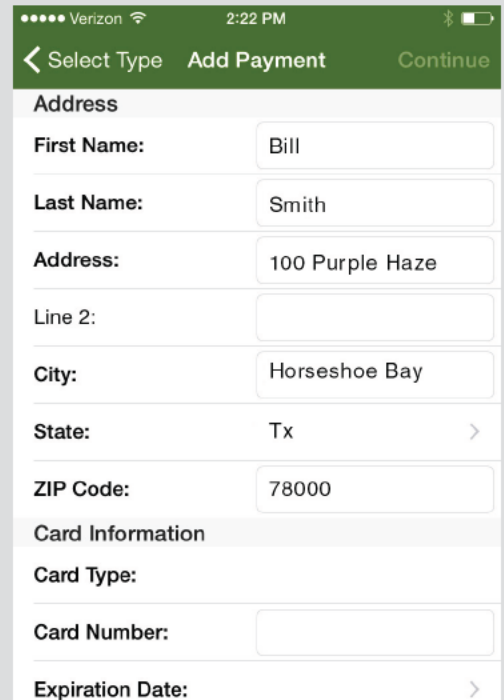
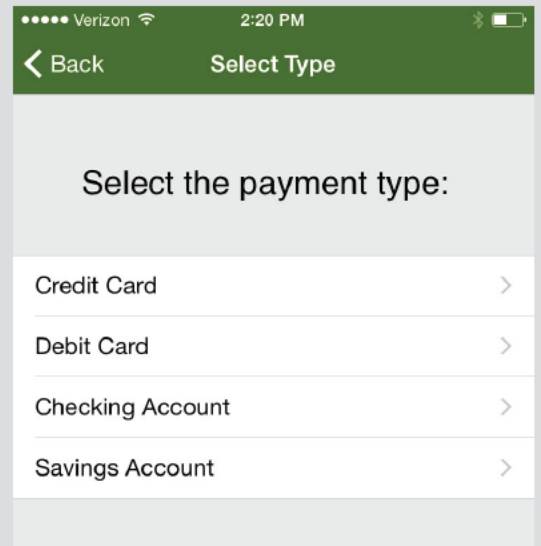
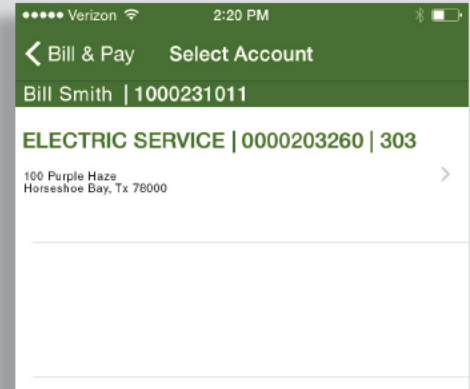
Managing Auto Pay through the SmartHub mobile app

1. After logging into the SmartHub mobile app, tap Bill & Pay and then tap the account you'd like to set up on Auto Pay.

2. Tap New Payment Method.

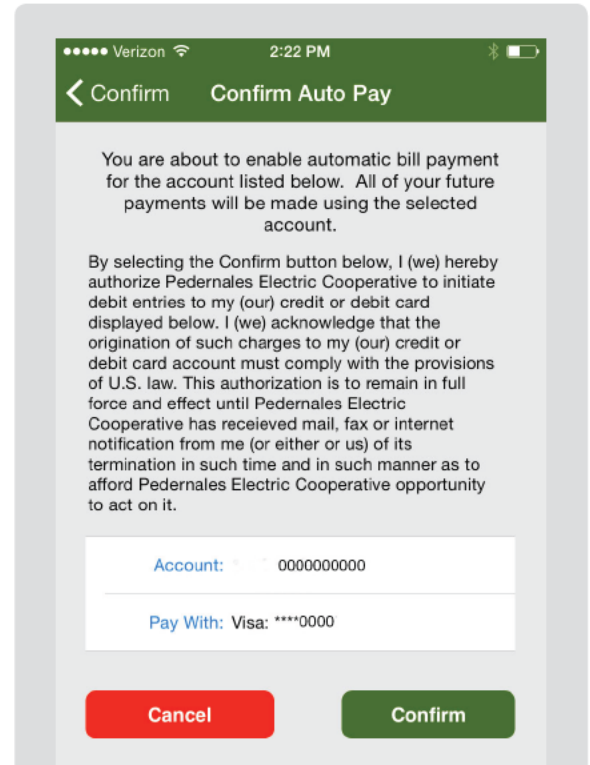
3. Select Credit Card, Debit Card, Checking Account or Savings Account.

4. Complete required fields by entering payment information.

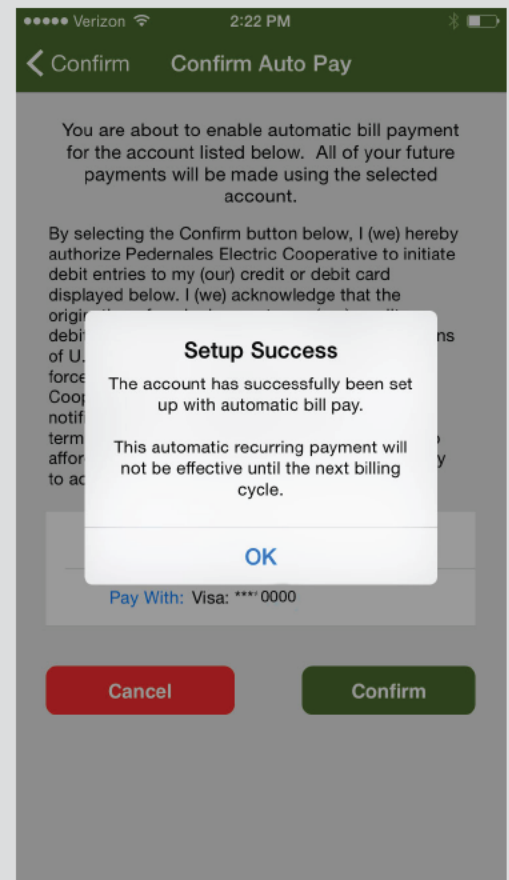


Managing Auto Pay

5. Confirm that you'd like to set up Auto Pay using that information.



6. You'll receive a screen notification your Auto Pay has been set up.



Managing Auto Pay

Managing Auto Pay through the new automated phone payment system

1. Dial 1-888-554-4732 and select the second option. Or dial 1-844-886-9798.
2. You've now entered the Secure Payments gateway. If you need assistance from a PEC Member Services Agent, please hang up and call 1-888-554-4732.
3. The phone menu will give you the option to make a payment. Press 1.
4. You'll be asked to confirm your account using either your account number or phone number on file.
5. You'll be prompted to make a payment.
6. Once a payment has been processed, you'll have the option to save your payment information for future use by pressing 1.
7. You'll then be asked if you'd like or to set up a recurring payment (Auto Pay). Press 1 to save.