



## Egyptian Electric Cooperative Association

Your Touchstone Energy® Cooperative 

**1732 Finney Road, Murphysboro**

**Business hours / After hours**

**Emergency Contact: 800-606-1505**

**24/7 Automated Pay-by-Phone:**

**888-554-8181**

**[eeca.coop](http://eeca.coop)**

## Ways to Pay

### • **Pay online**

Visit **[eeca.coop](http://eeca.coop)** to pay on your account online through your browser on our:

- **Pay Now** portal on our homepage that is used for a quick one-time payment, or
- **SmartHub**, where you can pay online 24/7 with a checking account or credit/debit card, with recurring options.

### • **SmartHub app**

View and pay your bill using this app with your smartphone or other device. Find this FREE app in your app store!



### • **Recurring payments**

Choose an automatic payment deduction from the account of your choice. This is set up as a recurring payment draft from your credit, debit, checking or savings account on the due date shown on your bill.

- Sign up for recurring credit/debit card payments through **SmartHub** or at **1-844-759-3977**.

- Sign up for recurring checking/savings account withdrawals by completing the **Automatic Bank Draft Authorization Form** (in our office or online). Call for questions or more information.

### • **Pay by kiosk**

You can now pay cash, E-check, or securely by credit card at one of our kiosk payment locations! Our kiosks accept cash (but no change given), E-checks, Visa, Mastercard and Discover cards. One is on-site as well as two off-site kiosks for your convenience:

**Marketplace Shell**  
2301 N Reed Station Parkway  
Carbondale, IL  
Open 6 a.m. to Midnight!

**Wright Do-It Center**  
1306 N Market Street  
Sparta, IL  
Open 7 a.m. to 5:30 p.m. M-F  
and 7 a.m. to 3 p.m. Sat

### • **Pay-by-phone**

Call us during or outside business hours, 24/7, through our secure payment system at **1-844-759-3977**, to pay your bill, update your account information or set up recurring payments. This is an automated service, available in English and Spanish. Our automated phone service accepts Visa, Mastercard and Discover cards,

and checks though E-Check! Aside from SmartHub, this is where you must set up recurring credit/debit card payments. Although it is always most secure to use our automated payment line, you can still pay your bill over the phone by calling us toll free **1-800-606-1505** to speak with one of our Member Service Representatives during normal business hours.

***Due to the increase in credit card fraud resulting from card not present (CNP/ Telephone) transactions, effective January 2021, we will no longer be accepting credit card payments over the phone.***

### • **Pay by mail**

Mail your payment check along with the stub, conveniently located at the bottom of your bill, to Egyptian Electric Cooperative in the envelope provided with your statement. Please allow 5 to 7 business days for delivery.

### • **Pay at our office**

Stop by our office at **1732 Finney Road**, north of Murphysboro, during business hours 8 a.m. to 4 p.m., Mon.-Fri., to pay your bill in person. An after-hours kiosk and drop box is also available on the south side of our office building next to the drive-up window.