

ACCESS GUIDELINES

UNDER CORONAVIRUS (COVID-19) RESTRICTIONS

PAYING YOUR ELECTRIC BILL

You can make a payment with cash, a credit card, or a debit card without having to drive to the Vinita and Grove offices. Payment information is updated approximately every 15 minutes.

6 Ways to Pay:

1. Online

- Go to www.noec.coop
- Choose "Pay Your Bill"
- Option 1: Set up an account with an e-mail and password.
- Option 2: Use your account number and last name to pay your bill.

2. Phone

Call our office and choose "Option 2." Pay with a bank card, credit card or with a store-loaded card.

3. Walmart MoneyGram

Pay your bill with cash. Please note there is a processing fee of \$1.50 for this service. You will need the following:

- Receiver code # 15265
- Your account number
- Cash to pay bill

4. Automatic Bank Draft

Pay your bill using your checking account or credit card. Please contact our office and we will provide the form you need to get started.

5. PaySite Kiosk

Have your account number handy. You will be given several prompts to verify account information. Please note the kiosks do not give change, so the total amount of cash deposited will be posted to your account.

PaySite Kiosks Near You:

Harps Food Store, Chelsea

300 E Layton

Harps Food Store, Grove

1120 S Main

Homeland, Jay

1629 S Main

Harps Food Store, Locust Grove

710 E Main

Harps Food Store, Salina

111 E Ferry

Shout & Sack, Vinita

305 S Wilson

Homeland, Pryor

925 S Mill

Reasor's, Langley

1624 3rd St

6. SmartHub

This member portal makes it even easier to stay connected to NOEC via today's internet technologies. Access your information all from your iPhone, iPad, tablet, or Android device. Search for SmartHub in your app store to download.

APPS & FORMS

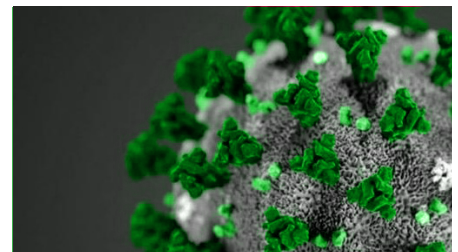
Landlord letters, medical certificates, auto pay, and other forms can be found on our website at www.noec.coop.

Choose the Member Services tab, then Membership, then the Forms Download tab. All forms can be found there. You can also contact us at 1.800.256.6405. We will be happy to send forms to you.

LOBBY ACCESS

Cooperative lobbies in Vinita and Grove are closed to the general public until further notice.

Our drive-thru windows are currently open. Please be aware that a decision to close the drive-thru windows could be made at any time in order to ensure the safety of our employees and members. Contact us at 1.800.256.6405 with any questions or concerns.



HERE FOR YOU

Northeast Oklahoma Electric Cooperative and BOLT Fiber Optic Services are here to serve its members through pandemics and good times. If you have difficulty paying your bill due to a loss of income or business disruption as a result of the coronavirus pandemic, please call us at 1.800.256.6405 so we can look at ways to help you. We have plans in place and may be able to delay service disconnection or waive late fees.