



Q & A

Mid-Ohio Energy now offering automated pay-by-phone

For the past several years, Mid-Ohio Energy has been streamlining processes and utilizing available technology to best serve our members. Mid-Ohio Energy is now using an advanced Interactive Voice Response (IVR) system to assist members with some account services.

Q: What exactly is IVR and what does it do?

A: Generally, Interactive Voice Response is a technology that allows businesses to communicate important information to members through an automated system. IVR systems also allow members to call a company and receive automated information about their account. It can be used to control almost any function where the communication can be broken down into a series of simple, common interactions.

Q: How is Mid-Ohio Energy using IVR?

A: Mid-Ohio Energy is now using the technology so members can pay their electric bill with a pay-by-phone system. Members can make a payment by calling the our regular office numbers or toll free at 1-888-363-6446. During regular business hours (8 am - 5 pm, Monday thru Friday) our representatives will answer the phone, and can transfer you through to the automated payment system for any payments. After hours, the calls will continue to be answered and processed via our after-hours call center, Cooperative Response Center (CRC).

Q: What payment methods are available?

A: Personal check or credit card. Mid-Ohio Energy currently accepts Visa, Mastercard, and Discover.

Q: Hasn't the co-op accepted check and credit card payments by phone in the past? How is this different?

A: Mid-Ohio Energy strives to make doing business convenient. Due to privacy laws and regulations, we are now providing the same service but since it is automated, members have the peace of mind knowing their personal information is safe and secure. It takes us out of the middle of the transaction.

Q: Can the system access my payment info so I don't have to re-enter it?

A: Yes. If you have created a "credit card profile" or "e-check profile" through our Energy Center online bill pay system, these profiles can be accessed through the IVR to make a payment. The automated voice prompt allows a member to select the option they prefer. Stored payment profile information is secured so privacy is protected.

Q: Do I need to have my account number to use IVR?

A: You can use your account number to access account information or you can also use the phone number that is associated with your account.

Q: When can a member make a payment by phone?

A: Because the service is automated, it is available any time, 24/7. Even if someone is on vacation they can call to make a payment. All they need is the phone number that is associated with their electric account. Just call, it's that simple!

Q: How soon does it take for the payment to show on the account?

A: Usually within 5 minutes. A confirmation number is also given for the transaction.

Q: Will the system allow for partial payments?

A: Yes. You can also use the system to get information regarding your account balance and any past due amounts.

Q: Can a member service representative still facilitate a payment by phone if a member doesn't want to use the automated system?

A: Due to Red Flag Privacy rules and regulations member service reps are unable to take payments by phone. Members can still make electronic payments by visiting our website at www.MidOhioEnergy.com and clicking on the EnergyCenter logo or 'online bill payment' link. Each of our office locations have a drop box for payment drop off.

Q: Are member service reps still available to talk with members about account issues?

A: Absolutely! Great member service is a hallmark of our cooperative. The IVR system simply gives members another convenient way to do business with us. Our member service representatives will continue to be available to assist members during regular business hours Monday-Friday at our Marion or Kenton offices or by calling toll free at 1-888-363-6446.