

Meet your new Southern Pioneer Electric bill

Your bill has a new look and more information for your convenience! Our new layout will help you quickly and easily find the information you need.

If you have any questions regarding your new bill, please contact our consumer account representatives at 1-800-794-9302.

Go simple, go SmartHub

- As a commercial account, you can now view all of your account information with SmartHub.
- Whether you choose to use the SmartHub app or on your PC, SmartHub makes paying your utility bill simple.
- Get in-depth reports on your energy usage, set up auto-pay, schedule a single payment and much more.
- Visit www.PioneerElectric.coop or call our office at 1-800-794-9302 to get started with SmartHub today.

The power to pay your way

With our authorized ways to pay, choose from our various payment methods to make paying your utility bill hassle free. Visit our website and start taking control of your bill today!



1-866-999-4505
Pay by phone 24/7



MoneyGram®

www.SouthernPioneer.net



Understanding your bill

- Find what you need first:**
With the new bill design, the first thing you will see is the total amount due and the due date.
- Account information:**
Here you will find your personal information, account number, previous balances and more.
- Important information:**
Your bill will include important information about your utility bill every month.
- Just a reminder:**
In the highlighted area you will see the amount due, followed by the amount due if you miss the payment due date.
- Choose how you pay:**
If you mail your payment every month, return this portion with the payment. Make sure to check the back of your bill for more payment options!

Invoice 2379

SouthernPioneer
ELECTRIC COMPANY
A Not-For-Profit Utility

GO PAPERLESS SIGN UP ON SMARTHUB

Office Hours: Monday - Friday 8:00 AM - 5:00 PM
Phone: (620) 624-7433
Toll Free: (800) 670-4381
Pay by Phone: (866) 999-4505
Emergencies or Outages: (866) 668-8800
Pay Online: www.southernpioneer.net

Manage your account with SmartHub
♦ Make Payments
♦ Track Electric Usage
♦ Report Outages
Sign up today at www.southernpioneer.net

TOTAL DUE
\$183.95
Payment Due 04/29/2019

Invoice Information		Balance Summary	
Customer Name:	JOHN DOE GAS WELLS	Previous Balance	\$188.32
Invoice Number:	2379	Payments Received	-\$188.32
Primary Account:	12345678	AR Adjustments	\$0.00
Customer Number:	123456	Account Balance Before Current Charges	\$0.00
Billing Period:	03/06/2019 - 04/05/2019 for 30 Days	Current Charges	\$183.95
Invoice Date:	04/05/2019	Total	\$183.95
Phone Number:	(123) 456-7890		

MESSAGE FROM SOUTHERN PIONEER
We strive to provide you with world class service. Please help us accomplish our goal by letting us know if any of your information has changed, such as your address or telephone number. Thank You!

KEEP
SEND Please do not staple or paperclip.

SouthernPioneer
ELECTRIC COMPANY
A Not-For-Profit Utility

Your Local Office:
3997 NE Well Rd
PO Box 347
Medicine Lodge, KS
67104-9347

Invoice Number 2379
Amount Due 04/29/2019 by 5pm **183.95**
Amount Due if Paid After 04/29/2019 **187.63**

Pay by Phone Anytime 866-999-4505
We Accept:
Visit at www.southernpioneer.net

SOUTHERN PIONEER ELECTRIC COMPANY
PO BOX 430
ULYSSES KS 67880-0430

Our records indicate your telephone number is: (123) 456-7890.
Please provide an updated number if the above is not correct.

JOHN DOE GAS WELLS
123 HAPPY ST
PO BOX 123
MEDICINE LODGE KS 67104-9347

201440010033852000018395000018763040520197

Check out all the ways you can pay

You asked, we listened. Southern Pioneer Electric no longer applies convenience fees to any of our authorized payment options. You can now pay your electric bill with any of our payment options, whether you are a commercial or residential consumer. For all of our authorized payment methods, please visit www.SouthernPioneer.net.

Please note that Southern Pioneer Electric does not recommend using any unauthorized payment option as these options have no contractual requirement with Southern Pioneer Electric to operate under rules approved by the Kansas Corporation Commission. Southern Pioneer Electric provides no assurance as to the timeliness or accuracy of unauthorized payment options.



Questions? 1-800-670-4381

Ways To Pay Your Bill



PAY IN OFFICE:
Visit our office locations in Liberal or Medicine Lodge between 8 a.m. - 5 p.m., Monday-Friday.



SETUP AUTO-PAY:
Pay through automatic bank draft (ACH).



PAY VIA KIOSK:
Pay at any of our kiosks, including locations in Liberal, Ulysses, Medicine Lodge and Rolla. See addresses below.



PAY VIA MONEYGRAM:
Pay your bill using receive code 16732 wherever MoneyGram is offered. For locations, please visit MoneyGram.com.



PAY BY MAIL:
Return envelopes are included with your monthly billing statement for you to mail in your payment. Please include the bottom portion of your bill with payment. All payments must be sent to the Ulysses PO Box listed below.



PAY VIA SMARTHUB:
Use the SmartHub app to get automatic notifications when your bill is due and pay it within seconds. Available on iPhone and Android operating systems.



PAY BY PHONE:
Pay with a debit or credit card by calling 1-866-999-4505, 24 hours a day, seven days a week.



PAY ONLINE:
Visit SouthernPioneer.net to get started today!

*Please note that Southern Pioneer Electric (SPECO) does not recommend using any unauthorized payment option as unauthorized payment options have no contractual requirement with SPECO to operate under rules approved by the Kansas Corporation Commission. SPECO provides no assurance as to the timeliness or accuracy of unauthorized payment options.

Medicine Lodge Office
3997 NE Well Rd
PO Box 347
Medicine Lodge, KS 67905

Temporary Liberal Office
1600 W Pancake Blvd.
PO Box 1177
Liberal, KS 67901

Ulysses Corporate Office & Kiosk
1850 W Oklahoma
PO Box 430
Ulysses, KS 67880

Rolla Kiosk
304 Washington St
Rolla, KS 67954
Located in City Hall



Customer Name: JOHN DOE GAS WELLS
Customer Number: 123456

Invoice Number: 2379
Primary Account: 12345678
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Summary Page

Account Number	Service Description	Rate Tariff	Balance Forward	Current Charges	Total Due
12345678	JOY ST	GSS-Urban Service Small	\$0.00	\$69.59	\$69.59
23456789	BUTTERSCOTH CT	GSS-Urban Service Small	\$0.00	\$68.46	\$68.46
34567890	BLUEBIRD DR	GSS-Urban Service Small	\$0.00	\$45.90	\$45.90
Total:			\$0.00	\$183.95	\$183.95

Account #: 12345678

Meter #	Bill Type	Rate Tariff	Services From	To	Days	Readings Previous	Present	Meter Multi	kW	kWh Usage
SP058132D	Regular	GSS-Urban Service Small	03/06/19	04/05/19	30	5937	6372	1	0.619	435
Previous Balance			\$71.41							
Payment Received 03/15/2019, Thank You!			-\$71.41							
Account Balance Before Current Charges			\$0.00							
Current Activity										
kWh Charge			435 kWh @ 0.096320							
			41.90							
Energy Cost Adjustment			435 kWh @ -0.014314							
			-6.23							
Property Tax Recovery Charge			435 kWh @ 0.005859							
			2.55							
Customer Charge										
Franchise Fee										
Sales Tax										
Current Charges Due 04/29/2019										
			\$69.59							
Total Amount Due										
			\$69.59							
Amount Due If Paid After 04/29/2019										
			\$70.98							

Account #: 23456789

Meter #	Bill Type	Rate Tariff	Services From	To	Days	Readings Previous	Present	Meter Multi	kW	kWh Usage
SP055489D	Regular	GSS-Urban Service Small	03/06/19	04/05/19	30	8118	8542	1	0.612	424
Previous Balance			\$70.03							
Payment Received 03/15/2019, Thank You!			-\$70.03							
Account Balance Before Current Charges			\$0.00							
Current Activity										
kWh Charge			424 kWh @ 0.096320							
			40.84							
Energy Cost Adjustment			424 kWh @ -0.014314							
			-6.07							
Property Tax Recovery Charge			424 kWh @ 0.005859							
			2.48							
Customer Charge										
Franchise Fee										
Sales Tax										
Current Charges Due 04/29/2019										
			\$68.46							
Total Amount Due										
			\$68.46							
Amount Due If Paid After 04/29/2019										
			\$69.83							

1. Customer and invoice info:

Here you will see all of your personal and account information.

2. Service summary:

In this area you will find a summary of all accounts listed on this bill, with a brief description of the service and the current charges for the service.

3. Service identifier and details:

This top portion of each individual account will help you identify the service location.

4. Payment history:

You will find previous balance information for the specific account will be listed, including payments, charges and balances.

5. Current information:

In this section you can see the current charges associated with the account, including total amount due, kWh charge and more.

6. More accounts:

In this section and on additional pages, this will be the same information as above for each account.

