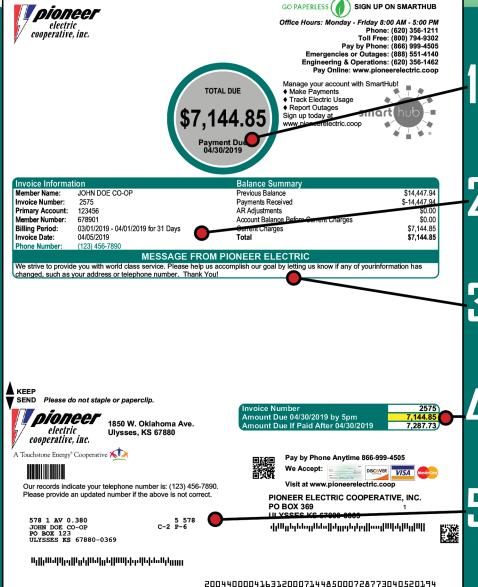
Meet your new Pioneer Electric Co-op bill

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!







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!



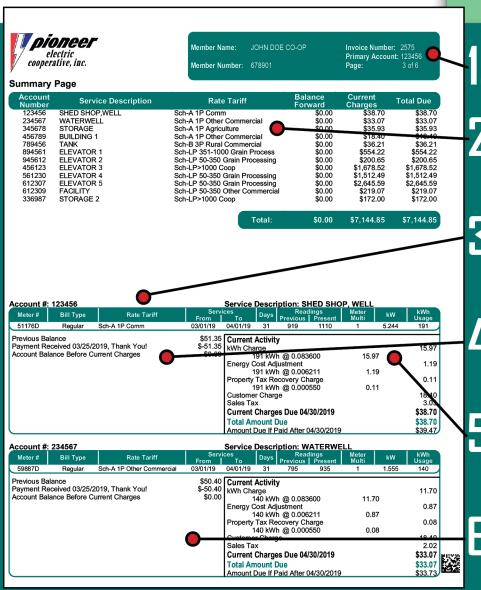
Protect your account and wallet

Pioneer Electric takes the safety and security of our members very seriously. While your cooperative takes many precautions to protect our members from scams, we need your help!

If you ever receive a phone call from someone claiming to represent Pioneer Electric Cooperative who demands immediate payment and threatens disconnection, please hang up and call our office at 620-356-1211. These scammers will often try and talk you into buying a pre-paid debit card and call them back with the card number. Unfortunately, if you give the scammer the pre-paid card number, that money will be next to impossible to recover.

For more information on how your cooperative is helping to fight scammers, please visit our website at www.PioneerElectric.coop.





PIONEEIelectric
cooperative, inc.

Customer and invoice info:

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

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.

Service identifier and details:

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

Payment history:

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

Current information:

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

More accounts:

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