

Important Notice: Account Number Change

Effective: March 3, 2012

Owen Electric Cooperative's software provider will be implementing a billing system upgrade on **March 3, 2012**. This upgrade is necessary to keep our various software systems compatible and allow for future member programs. During the upgrade, the online payment option will be temporarily out of service beginning on Saturday, March 3, 2012 at 6:00 a.m. and remain out of service through the completion of the process. The online payment option should be available for service no later than Sunday, March 4, 2012 at 6:00 p.m.

****As a result of the upgrade, your account number will be changed.****

Presently, all members have a base member number followed with a 2-digit number. After the software update, all members have the same base member number, followed by a 3-digit number. (A zero will be inserted into the third position from the right.)

Example: Base member number 12345
 Before = 1234501 ; After = 12345001

PLEASE LOOK FOR YOUR NEW ACCOUNT NUMBER BEGINNING WITH YOUR MARCH BILL STATEMENT. The new account number will be required for future remittance including bank draft, online and remote payment service payments. It's **important to change account numbers with your financial institution** if you use an online banking service for payments.

If you have any questions or concerns, please call (800) 372-7612 to speak with a customer service representative.