

Quick reference guide

Welcome to Franklin REC's Pay-by-Phone System

1-844-344-4370

Main Menu

1. Billing/Payments
2. Update Your Phone Number
3. Create or Update PIN
4. Update or Delete Stored Payment Method
5. Update or Delete Automatic Payment Information
6. Special Messages from Franklin REC

Access Your Account

1. To look up your information using your phone number
2. To look up your information using your account number

To make a payment

1. To pay total amount due
2. To enter a specific payment amount
3. To continue without making a payment
9. To hear this information again

If option 1 or 2 is pressed

1. To add another account to payment total
2. Process your payment

Select a payment method

1. Pay by Discover, MasterCard or Visa
2. Pay by check
3. Add another account to payment total
4. Exit the menu without a payment
9. To repeat options

Credit Card/ Debit Card Process

Enter card number followed by #


Enter expiration date xxxx

Enter security code followed by #

Enter 5 digit zip code



Franklin REC

A Touchstone Energy® Cooperative 

PAY-BY-PHONE TOLL-FREE NUMBER
1-844-344-4370



If you want to make a payment on your bill over the phone using a credit/debit card or check, you **MUST** call the above number.



The system is automated and all of your personal information, such as card number and payment amount, will be entered by YOU! It can also be stored if you choose.



After dialing you will go to the main menu. You'll be prompted to press numbers for the actions you wish to complete.

At any time, you may hang up and this will discontinue the call.

NO ADDITIONAL FEE!

BEFORE YOU CALL YOU WILL NEED YOUR ACCOUNT NUMBER

You will need to create a PIN number **BEFORE** you can make a payment.

Franklin REC must move to the automated system in order to be compliant with the Payment Card Industry (PCI) Data Security Standard. These worldwide requirements are designed to help companies that process such payments prevent credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept debit and credit card payments.