

# Welcome to UI's Neighborhood



## Need Information Fast?



**UI'S CLIENT RELATIONS CENTER** handles calls from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 4 p.m. on Saturday. However, you can get account information 24 hours a day, seven days a week with our touch-tone Automated Action Line. Dial **1-800-676-7052** to go directly to our speech-enabled Automated Action Line. The Automated Action Line is also available in Spanish.

**To start, Press ► 1** for account information.

After you provide your account number or Social Security number, you can get the following options:

**Press ► 1** or say  
"Account Information"

Includes your account balance, last payment, request a copy of your electric bill, or an account summary.

**Press ► 4** or say "Payment Agency"  
Find out the various locations throughout UI's service territory where you can pay your electric bill.

**Press ► 2** or say "Payment Options"

You can sign up for Budget Billing, reporting payments or make credit arrangements.

**Press ► 3** or say  
"Next Meter Reading Date"

