

# PenTex Energy Member Notice

## Revised Postal Service Standards and How This Impacts You

### Did You Know?

Effective October 1, 2021, the United States Postal Service (USPS) has revised its service standards for certain First-Class Mail items, resulting in a delivery window of up to five days, vs. three days previously.

Learn more about these changes by visiting [Delivering for America - Service Standard Changes Fact Sheet \(usps.com\)](#)

### How does this change impact you?

This means that mail we send to you and the mail you send to us may be delayed.

- Your monthly electric bill and delinquent/collection letters may get to you later than you have been used to.
- Any payments you send via USPS mail service may take longer to get to us, resulting in late fees and possible service interruptions, depending on when you mailed your payment.

### Payment Options to Consider:

- Visit us at [www.pentex.com](http://www.pentex.com) to enroll in text or email “alerts and reminders”, view your billing history, account usage, and more.
- Don't have online access? No problem, contact our office and one of our member service representatives will be happy to discuss your account options.
- Various payment methods are available including the following:
  - Call our office (940) 759-2211
  - Utilize our after-hours drive-thru and walk-up drop boxes located at the front entrance.
  - Pay online at [www.pentex.com](http://www.pentex.com)
  - Use the My PenTex app
  - Enroll in Bank Draft or Autopay
  - We accept Visa, Mastercard, Discover and Electronic Check

### If Mailing your Payment is still your Preference

Set a reminder to send your payment and other time sensitive mail a few days earlier than usual.

### Always Here for You!

Call us at (940) 759-2211

Email us at [info@pentex.com](mailto:info@pentex.com)

Office hours Monday – Friday, 8AM -5PM