

## **Electronic Payment System Instructions –Pay via the Telephone**

SREC no longer requires members to read their own meter and report the reading. You may still use your telephone to make a payment on your account.

If you do not already have an account setup, you may follow the prompts to register a new account. You may also call our office to have the account registered and setup for you.

### **Using the System after an Account has been Setup**

If you already have an account setup and have a bank account or credit card account stored on file, the process is easy. Just follow the prompts:

Dial 1-800-565-2858 and follow the prompts.

Enter your base member account number followed by the # key.

Example: if your full account number with sub account is 7264-002, then your base account number is 7264.

The system will say the number back to you. Press # if it is correct.

If you have multiple sub accounts, we suggest you use the website to view your bill and make payment. If you have only one electric sub account or you wish to pay all of your sub accounts in-full, then continue with these instructions.

Enter your PIN or first 4 digits of your password.

The system will say, “Hello” and your name.

If this is the first time using the new system, it will ask for your name.

Say your name after the beep; Press 1 to save your name and continue.

See instructions below if you do not already have a payment account registered on file. If you already have a payment account registered on file, the system will verify that and state the last 4 digits of the payment account number. It will then give you 3 options for the Main Menu:

Press 1) (Main Menu) Payments

System will tell you what the current balance is and give 3 options.

Press 1) Pay the total due

Press 2) Pay a different amount (This option available for single sub accounts only.)

Press 3) Do not want to make a payment at this time.

- Press 2) (Main Menu) Access payment account  
System will tell you the type of account and the expiration date.  
It will then give you 5 options:
- Press 1) Hear the payment account number
  - Press 2) Change the expiration date.
  - Press 3) Delete this payment account and register a new one.
  - Press 4) Completely delete a payment account.
  - Press 5) Return to main menu.
- Press 9) (Main Menu) Exit this account. Will give you 2 options.
- Press 1) Enter another account.
  - Press 2) or hang up to end this call.

**Your account is setup but you do not have a payment account registered on file.**

A payment account is a bank account or credit card account. The options are slightly different if you do not have a payment account stored on the system.

After entering your PIN and name, the system will give you 3 options as the Main Menu:

- Press 1) (Main Menu) To register a payment account or make payment.  
You will have the option to save your payment account information or delete it after you authorize the transaction.
- Press 2) (Main Menu) To hear your account balance.
- Press 9) (Main Menu) To exit this account.