Frequently Asked Questions (FAQ)

How do I login to the electronic payment system?
Click on the "Pay Station" button on SREC's website, www.srec.org. Enter your username and password. First time users will need to set up a new account by clicking on the "Register here" icon. You will be required to set up a user name and password based on the criteria displayed on the screen. Note that you should have a copy of your bill available as you will be required to provide account verification information.

Is the electronic payment system secure?
Yes the electronic payment system is secure. Data is encrypted and the entire process follows the PCI DSS security standards. Please ensure that your computer is protected with the latest anti-malware products as well.

When does the Cooperative read meters?
SREC reads meters on or near the 25th of each month. Three phase irrigation and three phase commercial meters will be recorded and demand reset as of midnight on the 24th.

When will billing statements be available.
Billing statements will be available on-line the first of every month. The statement will show the previous month's electric usage. Statements will be mailed the first of every month to those who have selected to receive a statement in the mail. Email notification will be sent the first of the month to members that have an email address on file. The email notification will be a reminder that new statements are now available on-line.

May I print my statement?
Statements may be viewed, printed, or saved to your computer from the electronic payment system. You may access the system by clicking on the "Pay Station" button on our website at www.srec.org.

When are payments due?
Payments may be made anytime during the month but must be received in SREC's office no later than the due date, the 20th of each month. To avoid finance charges, accounts must be paid in full and payment received in our office by the due date.

What are my options for making payment?
You may pay by check, credit card, bank account, or cash. You may make payment in our office, drop payments in our drop box, send payments through the US mail, or use our electronic payment system. To access the electronic payment system, go to our website, www.srec.org. Please remember, do not send cash through the mail. Bring all cash payments into our office.

Where can I find instructions for using the electronic payment system?
You may view or print instructions from our website, www.srec.org, pick them up from our office, or request copies be mailed to you.

What is a "payment account"?
A payment account is your credit card or bank account you use to make a payment. Payment accounts can be stored on the electronic payment system if you wish. That way you will not have to enter all the information each time you wish to make a payment. Simply select the payment account to use and enter the date to pay.

How do I avoid finance charges?
To avoid finance charges your bill must be paid in-full and payment must be received in SREC's office no later than the 20th of each month. The easiest way to make payment is by using our electronic payment system. You may use your telephone or your computer on-line to access the system and make payments.

What other options may I choose?
Once you are logged-in, you may change or store a credit card or bank account as your payment account. You may select to "go paperless" –no statement will be mailed to you. You may still view or print your statement from the website. You can also setup an automatic recurring payment.

Why do you ask for my email address?
Email is a great way for our Electronic Payment System to communicate with our members. We send email reminders each month when the statements are available online. We may also send an email when an automatic payment declines or a credit card expiration date is reached.