



SEC launches new payment kiosks for members



It's a fact that everyone loves simplicity.

Southside Electric Cooperative (SEC) has recently introduced another way for members to pay electric bills quickly and efficiently. Members can now pay bills at one of several self-service **Quick Pay Kiosks**. SEC began using the payment kiosks about a year ago, and there is now one at each of the co-op's four district offices: Altavista, Crewe, Dinwiddie and Powhatan.

"It really is easy — they're not hard to operate at all," says Tim Kreis, director of customer service for SEC. He adds that the kiosks work similarly to automated teller machines (ATM), giving a receipt after the transaction. However, they do not give cash or change back.

Each of the kiosk screens gives easy-to-follow directions to help members navigate through the payment process. Members can make payments with cash, credit or debit cards or electronic checks. Members can even utilize the stored credit card or checking information they have on file with the Cooperative.

Kreis and Jason Loehr, the Cooperative's controller, encourage members to try the kiosks. They say the payment method has several advantages.

The kiosks are available seven days a week, 24 hours a day. This gives members more freedom in their busy schedules, helping them make more efficient use of their time.

The kiosks at the Crewe, Dinwiddie and Powhatan locations are in the drive-through lanes, while Altavista's is on the wall next to the office's main entrance. All four kiosks work the same way.

With the touch-screen kiosks, Kreis says members do not have to bring their bills when they come to pay, although if they do, they can scan the Quick Response (QR) Code on the statement and gain access into the system. That barcode on each member's statement contains information about his/her specific account.

"The kiosks give our members an easier, more convenient way to pay for their electricity. It is important that SEC is optimizing technology to provide the membership with a more convenient and positive experience. The addition of the kiosks to the many other payment options SEC offers to members supports this experience," Loehr says.

Loehr notes that as SEC continues to leverage technology to become more efficient in its procedures, it saves money, which, in turn, means members save money.

Kreis says going through the process only takes a minute.

"It's a very quick and easy transaction. It posts automatically to your account, and the payment kiosks are compliant with all identity-theft laws," he adds.

Kreis says use of the kiosks is steadily increasing and comments from members have been positive.

With the exception of members using the automatic-draft EZ-Pay program, the new kiosks are available for all Cooperative members to pay their bills at any district office at any time.

For more information, visit www.sec.coop/WaysToPay.

Navigation:

[Back to Newsletter](#)