

Let's Get Personal

How many times have you turned on the news and heard about someone's identity or credit card information being stolen by folks that are up to no good and seem to have too much time on their hands? Sadly, this happens too many times in today's society. At K.C. Electric, we are ever watchful of our members' privacy and personal information, especially when it comes to how they pay their monthly bills. We want our members' financial dealings with us to be safe and secure.

Starting September 1, K.C. Electric will no longer take credit card payments over the phone or in person at our Stratton and Hugo offices. In addition, we will no longer be able to take check payments over the phone. We will be utilizing a full featured integrated voice response system called secure payments. This change comes from increased security requirements brought forth by the major credit card companies. K.C. Electric is required to be compliant with the Payment Cardholder Industry (PCI) Security Standard. These worldwide requirements are designed to prevent credit card fraud through increased data controls.

Basically, the new PCI Compliant System limits your credit or debit card information's exposure to people with an intent to steal that information. Paying your bill without talking to a customer service representative can be done in a few different ways:

Pay-By-Phone – You can call toll free 1-844-425-4317 and interact with the voice response system by using the keypad to enter information to make a payment. You will need your K.C Electric account number to access your account information.

SmartHub Self Service Portal – SmartHub is a free app that allows you to access your K.C. Electric account information through almost any mobile device, including IOS and Android smart phones and tablets. In SmartHub, you can pay your bill and view your energy use almost real-time.

Pre-Pay – With a pre-pay metering account, you pay what you want and when you want. When your account runs low on funds, you simply pay more on your account. No deposit, no late fees, and easier budgeting for your wallet.

K.C. Electric will continue to accept payments by check, cash, and money orders. But, as discussed, to remain compliant with the payment card industry, member service representatives will no longer be able to accept credit card payments by phone or at the Hugo and Stratton offices.

When calling 1-844-425-4317 to make a credit card payment, you will be able to choose prompts to check your account status, make a payment, and update personal information affecting your account, such as a phone number, etc. Thank you for your understanding as we move forward with this payment option change.

K.C. Electric Association remains committed to you, the member-owner. The personal touch and exceptional customer service you are accustomed to will not change. K.C. Electric Association personnel are still only a phone call away to answer your questions and concerns, including questions on your electric utility bill.