

## **Pay my bill by phone with a credit or debit card**

When using a credit or debit card to pay your electric bill, please follow these instructions carefully. Before you begin, make sure you know where to find the credit card number, the expiration date and the security code (found on the back of the card in the signature space). Listen closely to the recorded responses. Wait for each step to complete before going on to the next.

1. Dial 1-855-985-1137. Listen to the message.
2. Using your phone's keypad, enter your new 12-digit WKRECC account number with no spaces, periods or dashes and enter # at the end. For example, account number 123456-123456 is entered as 123456123456#. Listen to the message. If the response is correct, press 1, otherwise press 2.
3. Listen for the balance due.
4. Using the keypad, enter your credit card number as one long string with no breaks or dashes then press the pound key when you finish.
5. Listen to the response. If the number is correct, press 1 or press 2 to try again.
6. Listen for the prompt to enter the two digit MONTH in which your credit card expires, followed by the pound key. Listen to the recorded response. If correct, press 1, or press 2 to try again.
7. Listen for the prompt to enter the two digit YEAR in which your credit card expires, followed by the pound key. Listen to the recorded response. If correct, press 1, otherwise press 2.
8. Listen for the prompt to enter the three or four digit SECURITY CODE, followed by the pound key. Listen to the recorded response. If correct, press 1, otherwise press 2 to try again.
9. Press 1 to pay your balance in full, press 2 if you would like to make a partial payment.
10. If you choose to make a partial payment, listen to the recorded message for directions.
11. Please hold while your payment is being processed. Wait for a recording stating that your payment was processed successfully.
12. Record your transaction ID number and keep a copy for your records.
13. You may repeat the transaction ID number by pressing 1.
14. The system will automatically disconnect the call at the end of your transaction.
15. If you need to pay multiple accounts, you will need to place a separate call for each account.

- Please note: a 1.5% fee is added to all debit/credit card transactions.