



PrePay New Member Welcome Packet

Southeastern Electric Cooperative
1514 Business 70-Durant, OK 74701 Office:
580-924-2170
Fax: 580-924-6402

My Account #: _____

•How do I put money onto my PrePay account?

Listed below are the many convenient ways for our Member's to add money to their PrePay account:

- Online by visiting our website at www.se-coop.com
- Calling our office at **580-924-2170** between the hours of 8 a.m.-5 p.m. Monday-Friday
- Calling our 24/7 Payment Hotline at **1-888-260-6597**
- By downloading our mobile app, *SEC 2Go*
- Coming into the office to pay
- Visiting a US Payment kiosk in your area! To locate one nearest you, visit www.PaysiteKioskLocator.com

NOTE: When making a payment on a PrePay account anywhere other than SEC's office, you **MUST** pay a minimum of \$25.00 per your signed PrePay Agreement to avoid a breach of contract.

•What happens if my account runs out of funds?

If your account goes into a negative balance, your electric service will be disconnected. In order to reconnect your service, you must pay the balance that is in the negative PLUS a \$25.00 reconnect fee. The amount you are required pay will be applied to the negative balance first and the remaining balance will be applied to your account as a credit. Once a balance is paid, reconnect will occur in approximately 15 minutes.

•When do disconnects occur for PrePay accounts?

PrePay meters are read at approximately 10:00 a.m. each day. PrePay disconnects occur at that time on accounts with a negative balance Monday thru Thursday only. PrePay disconnects do NOT happen on Fridays, weekends or on Holidays. If a balance runs into the negative during a Friday, weekend or Holiday, the meter will be subject to disconnect at 10:00 a.m. the next business day unless the outstanding balance is brought current.

•How can I check my PrePay balance?

Members can check their PrePay balance at any time by downloading our mobile app, *SEC 2Go*, and looking at Usage History under the My Usage tab or by calling our office at 580-924-2170 during normal business hours.

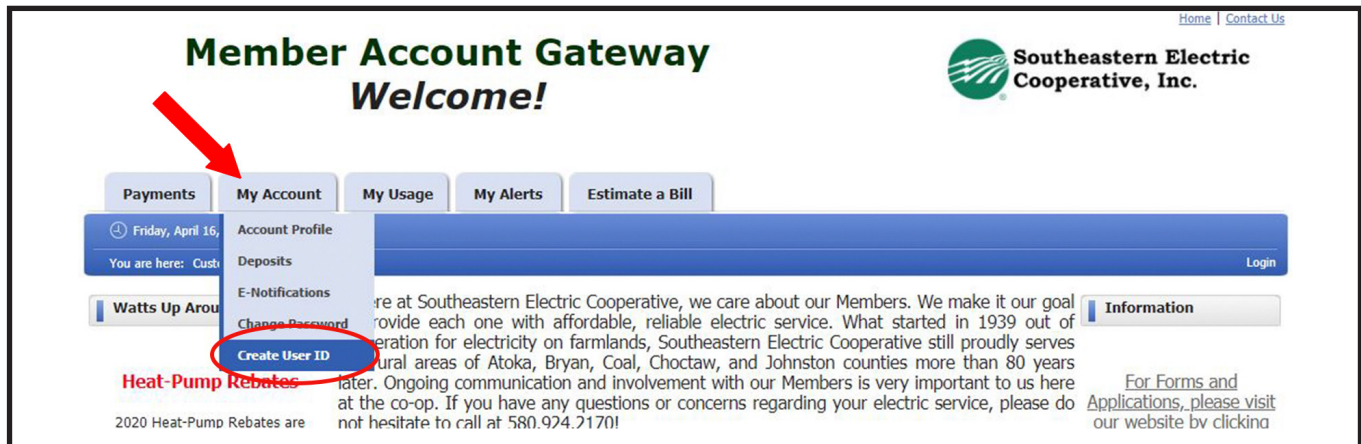
•How do I know when my funds get low?

When you set up your PrePay account, you will be asked an amount that you want to begin receiving Low Balance Alerts. Once that balance is reached, a text message and/or e-mail will be sent to notify you. You can also modify the alerts in the mobile app or by logging in online at www.Se-Coop.com.

Creating Your Online Member Account



1. Make sure you have an e-mail address and telephone number on file with the Co-op. **This will be **required** to complete your online account setup.*
2. Go to www.se-coop.com
2. Click on **Make A Payment** in the upper right corner (desktop version)
3. You will be re-directed to the *Customer Portal*. Hover over the **My Account** tab and click on **Create User ID**.



4. On the *Create User ID* page, click **Continue**.
5. Fill out the required fields that are marked with an asterisk (*).
6. Click **Submit**.

Account Type : ☒ Residential ☐ Commercial

*Account Number:	<input type="text"/>	(digits only)	*First Name:	<input type="text"/>
*Telephone Number:	<input type="text"/>	(last 4 digits only)	Middle Name:	<input type="text"/>
*User ID:	<input type="text"/>		*Last Name:	<input type="text"/>
*E-Mail 1:	<input type="text"/>		*Password:	<input type="text"/>
*Confirm E-Mail 1:	<input type="text"/>		*Confirm Password:	<input type="text"/>
E-Mail 2:	<input type="text"/>			
Confirm E-Mail 2:	<input type="text"/>			
*SSN/Federal Tax ID:	<input type="text"/>	(last 4 digits only)		

Congratulations! You have now set up your Online Member Account! From this page, you can make payments, see billing and payment history, manage your alerts, change your mailing address, edit your e-mail and/or phone number.

Another great feature of your Online Member Account is that you can access your *Daily Electric Usage* by hovering over the **My Usage** tab and clicking on **Usage History**.

Download Our Mobile App for Android and iPhone

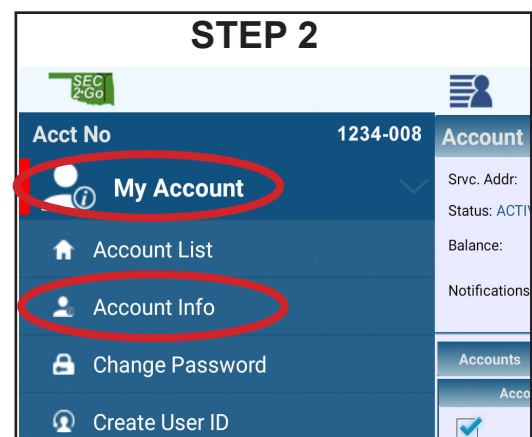
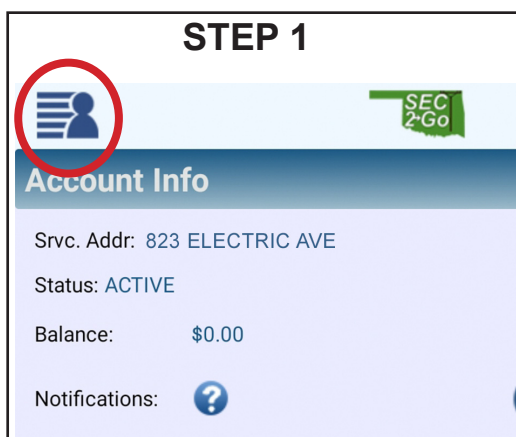


Make a payment, view your bill or report an outage directly from your smartphone!

1. Make sure you have an Online Member Account set up with the Co-op. *The same User ID and Password that you use to log into your Online Member Account will be what you use to log into SEC 2Go.*
2. Visit your device's app store (iTunes for Apple users, Google Play Store for Android users) and type SEC 2Go into the search bar. The icon will look like the green SEC 2Go icon above.
3. Once the download is complete, you will log in with the same credentials that you do on your Online Member Account.

•**How do I set up my customized alerts?**

Once logged in, tap on the **Menu** icon in the upper left corner of your screen. Then tap on **My Account** followed by **Account Info** in the drop down menu. You **MUST** make sure that the Notifications are turned on under your **Account Info** in order to receive notifications.



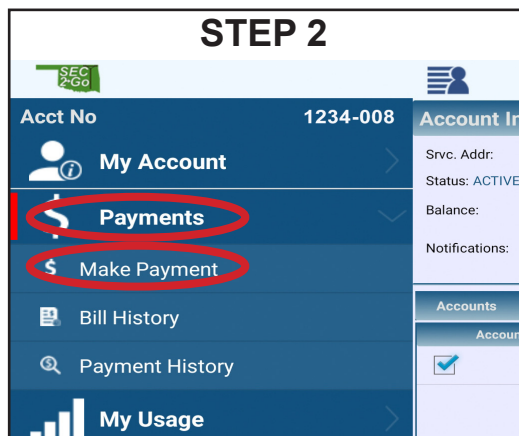
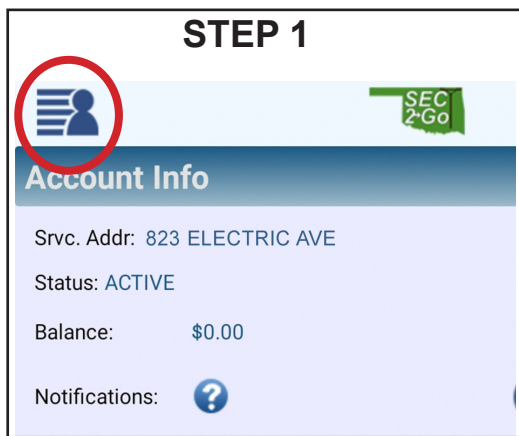
Step 3: Tap the slider button to allow notifications



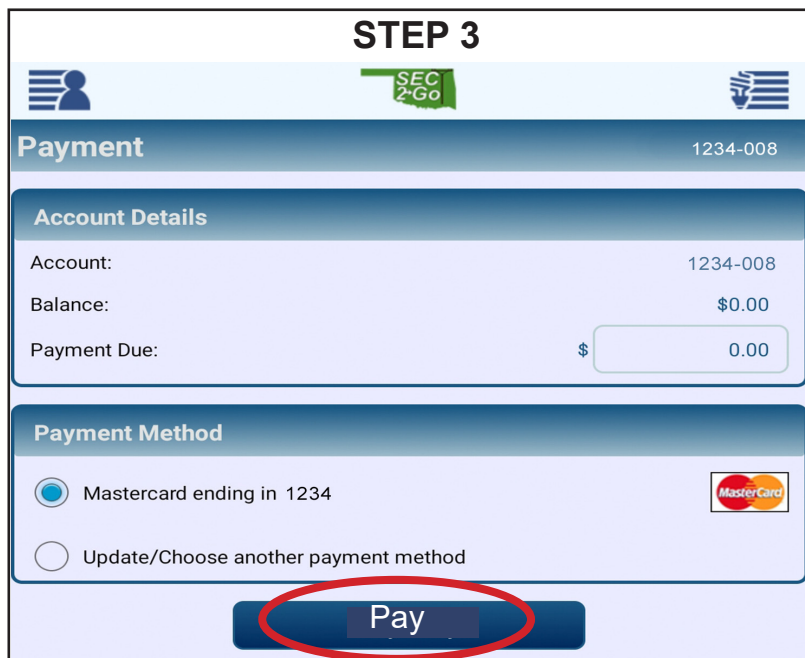
Step 4: Tap **Customize to set up your alerts!**

•How can I pay my bill on SEC 2Go?

Once logged in, tap on the **Menu** icon in the upper left corner of your screen. Then tap on **Payments** followed by **Make Payment** in the drop down menu.



On the **Payment** screen, it will show the balance due and allow you to put in the amount you want to pay. Under **Payment Method**, choose which method you wish to use. If there are no payment methods listed, you will need to add one by tapping the circle next to *Update/Choose another payment method*. Then, tap **Pay**.

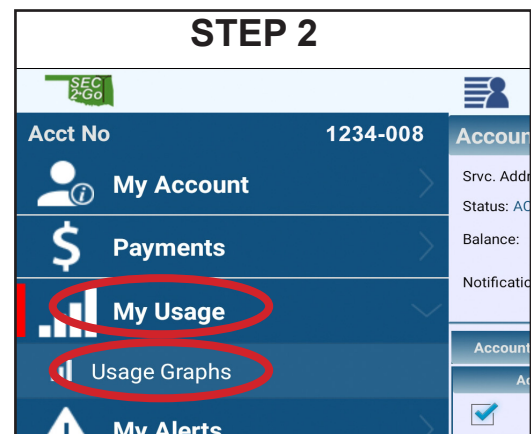
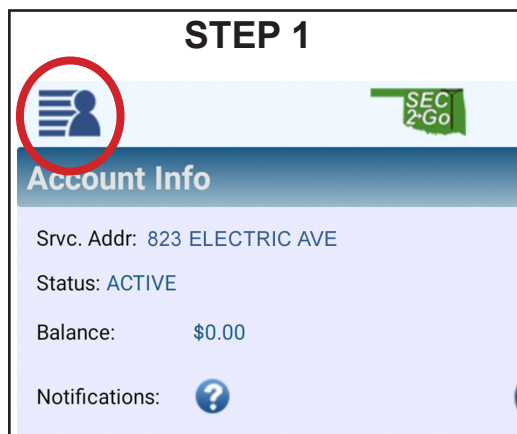


•Can I view my usage on SEC 2Go?

One of the many great features of the mobile app is the ability to see your usage for a time period of your choice. You can choose to view your usage from the **last 30 days**, the **last 6 months**, the **last year** or even *customize* for a **specific date range**.

You can also modify the graph to show details for the **Average Temp**, **High Temp** and/or **Low Temp** for the chosen time period.

To access the **Usage Graph** for your account, tap on the **Menu** icon in the upper left corner of your screen. Then tap on **My Usage** followed by **Usage Graphs** in the drop down menu.

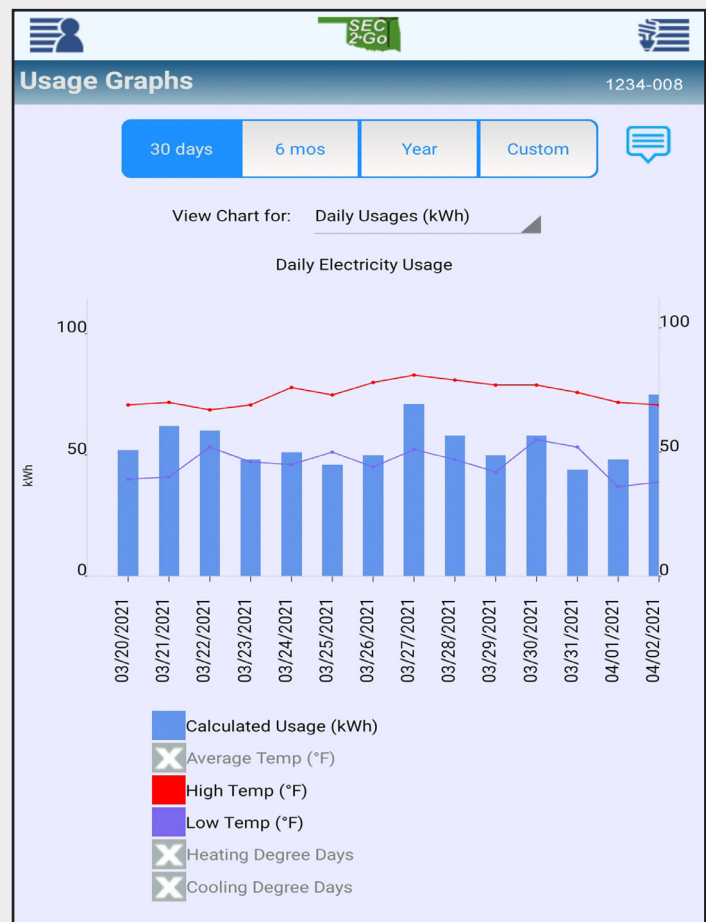


Customize Your Graph Info:

From here, you can view your Usage Graph and modify, or customize, the data shown by changing the time period. To do this, tap either 30 days, 6 mos, year, or enter custom dates.

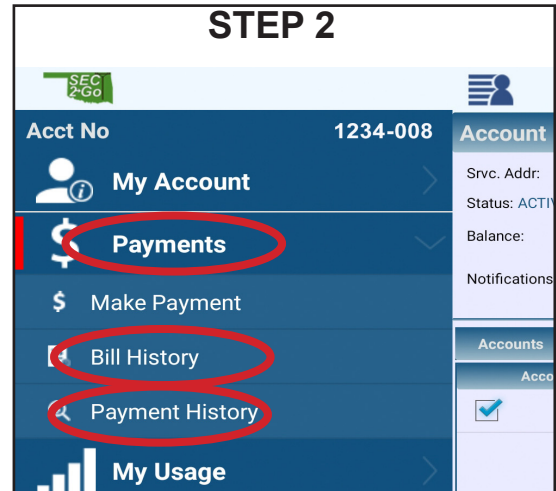
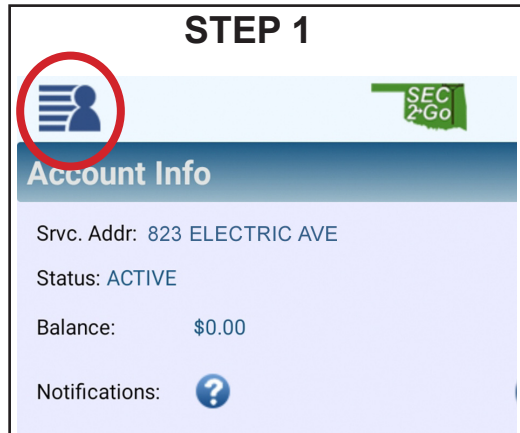
You can also modify the data even further by choosing to see lines for the High Temps, Low Temps, Average Temp, and more.

This will help distinguish which days you had the highest or lowest usage and compare it to the temperatures for that day to see if there is a trend in your energy consumption.



•How can I see my Payment & Billing History on SEC 2Go?

Once logged in, tap on the **Menu** icon in the upper left corner of your screen. Then tap on **Payments** followed by either **Payment History** or **Bill History**, whichever you are wanting to view, in the drop down menu.



PAYMENT HISTORY:

Under **Payment History**, you can view your **Payment Date**, **Amount Paid**, and your **Approval Code** for the transaction!

Payment History		1234-008
Payment Date:	04/15/21	
Amount:	\$12.34-	
Approval Code:	04352P	
Payment Date:	04/14/21	
Amount:	\$271.99-	
Approval Code:	06570P	
Payment Date:	04/14/21	
Amount:	\$246.35-	
Approval Code:	02969P	
Payment Date:	04/06/21	
Amount:	\$176.20-	
Approval Code:	06442P	
Payment Date:	03/10/21	
Amount:	\$12.34-	

BILL HISTORY:

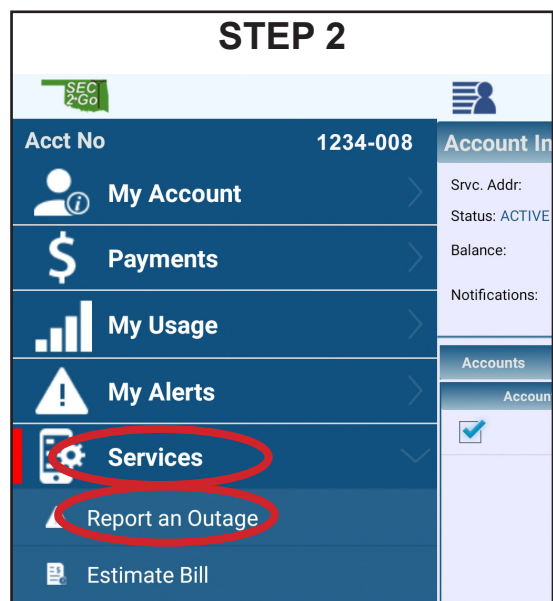
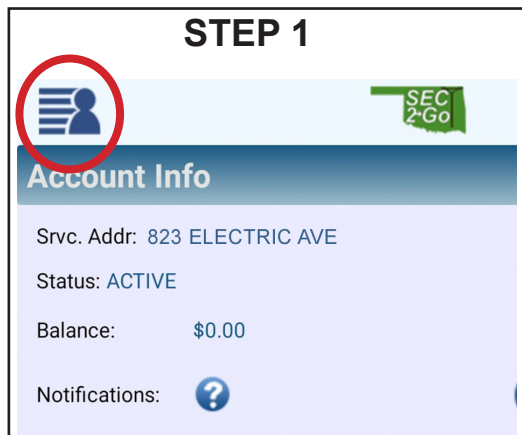
Under **Bill History**, you can view your **Billing Date**, **Due Date**, and your **Balance**. To view the actual PDF version, tap on the bill you wish to view!

Bill History		21
Billing Date:	04/22/21	
Due Date:	05/10/21	
Balance:	\$181.93	
Billing Date:	03/23/21	
Due Date:	04/10/21	
Balance:	\$0.00	
Billing Date:	02/23/21	
Due Date:	03/10/21	
Balance:	\$12.34-	
Billing Date:	01/22/21	
Due Date:	02/10/21	
Balance:	\$20.00-	
Billing Date:	12/22/20	
Due Date:	01/10/21	
Balance:	\$10.00-	

•How can I Report An Outage using SEC 2Go?

One of the considerably most helpful feature of our Mobile App is the ability to report an outage. There are several easy steps to follow to make sure we know about your outage!

Once logged in, tap on the **Menu** icon in the upper left corner of your screen. Then tap on **Services** followed by **Report an Outage** from the drop down menu.



Once you are on the **Report an Outage** screen, you can either call us directly by *tapping the phone number on the screen* OR you can enter your **Contact Phone** number, select the circle next to **YES** where its asks **“Is your power off?”**, then give any information that may be helpful to our lineworkers when they arrive (*i.e. A tree is on the line, witnessed lightning hitting a transformer on my property, etc*). Then tap the blue **Report an Outage** button at the bottom!

Report an Outage 1234-008

Report an outage by calling: (580) 924-1315

Outage Details

Contact Phone: [] [] []

Is your power off?* ☐ Yes ☐ No

Comments:

Report an Outage

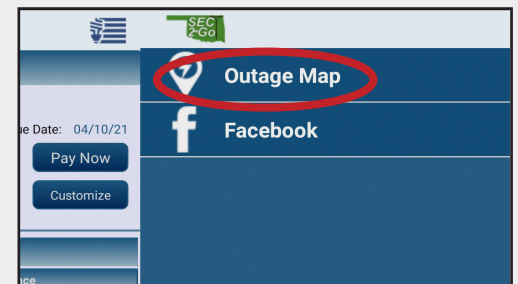
Helpful Links on SEC 2Go

Direct link to our LIVE Outage Map

If you tap on the blue CFL bulb icon in the upper right corner of SEC 2Go, you can view our LIVE outage map. This map will show colored dots for the amount of outages in a given area. This map is the same Outage Map data that is shown on our website at www.Se-Coop.com as well as Oklahoma Association of Electric Cooperatives (OAEC) outage map at www.OAEC.coop.

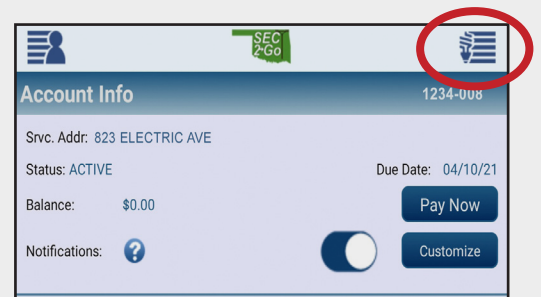


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Direct link to our Facebook page

If you tap on the blue CFL bulb icon in the upper right corner of SEC 2Go, you can access our social media Facebook page! In the drop down menu under our Outage Map link you will see our Facebook link! Tap on the word Facebook to be taken directly to our page for the most up to date information, rebates offered by the Co-op or any updates that we need to quickly push to our Members!



THEN

