

New Billing System Goes Live

Faster posting of payments, lower credit card fees, better handling of multiple accounts

Have you looked closely at your new billing statement? Graham County Electric Cooperative has worked the past two years on a software conversion, searching for the best features and updated technology to benefit the co-op and members.

After much consideration and demonstration of several vendors, management selected Daffron over the current vendor Harris.

“Although we investigated several software programs, we didn’t want to pass high costs onto our members, so we selected a software company that met our current and future goals,” says General Manager Kirk Gray.

Validation and verification of information has been done. The change took place on June 27.

What does this mean to you?

The biggest change is with your customer number. GCEC can still locate your old account, but please start using the new account number immediately.

If you pay your bill through your bank or credit union, change that information to enable us to find your account more quickly. If you use our online or toll-free system, please change your account number.

What changes?

Enhancements include showing a payment receive date and amount, better service location information and better net metering statistics.

The Daffron software allows better handling of multiple accounts. If you have different account

numbers, they will now be rolled into one number with “sub” numbers. This improves online bill pay, enabling distribution to multiple accounts in one easy step.

GCEC is excited to announce the posting of payments is now in “real time.” This means we see payments posted and balances decline as it happens, without waiting to post the upload to the server at the end of the day.

Future enhancements

Credit card payments will be integrated with the real-time feature in the future. This means you will be able to log into the system, see your bill balance, pay on your account and see the payment posted.

The terms of the new credit card payments are more favorable. The previous limit was \$250 per transaction. This has increased to \$1,000. GCEC is negotiating the transaction fee to be less than the current fee of \$3.50.

Please Be Patient

As with all changes, there will be some growing pains. It may take us a little longer to know the system and find the information on the computer that we need to help you with your transaction. The office staff has taken time to practice different scenarios prior to going live.

Thank you for being patient with us as we make these technology changes to enhance your electric service. ■



