

Pay Online FAQs

What advantages do I get when I pay my bill online?

Paying your Fairfield Electric Co-op bill online has a number of benefits.

It's the quickest way to pay. When you use our online-payment feature, we credit your payment to your Co-op account right away, just as soon as we receive authorization from your credit-card company or bank.

- You know when we've credited your payment to your account.
- It takes just a few clicks of your mouse. No envelopes, no stamps.
- Your check never will get lost in the mail.

Am I eligible to pay my bill online?

All you need is a credit-card account with enough available credit to cover the amount of your bill, or you may pay by check using the E-Check option. In addition, you'll need a pay-online password, which we issue. Check your latest Co-op power bill: if you do not find your password on it, please call our office and we'll give you one.

How do I enroll?

Click here to go to our pay-online screen. It takes just a few minutes to set up your profile. Have your credit card or checking account information handy. For credit card payment, you'll need your account number, card expiration date, and the three- or four-digit security code on the back of your card, on the right at the top of the signature box. For an E-Check payment, you'll need the routing number and account number of your checking account (found on all your checks). By filling out a profile, you make it even quicker and easier to pay your power bill online. You can change or delete your profile whenever you wish.

[Click here to pay online.](#)

Do I need to set up a profile to pay online?

You do not need to set up a profile to pay online. To access your Fairfield account and pay your bill on line, just enter your account number and your password. If you decide not to set up a profile, however, you will have to key in your credit-card or checking account information each time you use the pay-online feature.

What if I need help making a payment online?

Please call or email customer service.

How can I be sure my payment information is secure?

Fairfield Electric Cooperative uses the industry-standard Secure Sockets Layer (SSL) protocol to keep your payment information secure. Each time you log on to our pay-online section, our server starts an SSL session. This means it sends your browser its public key. In turn, your browser sends a randomly generated secret key to our server. This creates a format for guarding the integrity of transmitted data.

Can I begin paying my Fairfield Electric bill right away?

Yes. If you have any difficulty when you try to pay your Fairfield Electric power bill online, please contact customer service.

How long does it take for a payment to be credited?

We credit your payment to your account as soon as we receive authorization from your credit-card company or bank—usually within minutes.

Will I still get a monthly statement in the mail?

Yes. We will continue to mail your bill every month so that you can monitor your power usage and know what payment is due.

How do I change the credit-card or checking information on my profile?

Whenever you log on to our pay-online page, we verify that you want to charge your current balance to the credit-card or checking account we have in your profile. If you want to use a different card or checking account, all you have to do is key in the new information.

How do I delete my profile?

It isn't necessary to delete your profile-only you can access it, and you always have the option of using a different payment method at any time. If you wish to delete your profile, however, just follow the directions on the profile page.

Whom do I contact if I have more questions?

Please call our customer service department at 1-800-628-0336.