

In-Store Retail Cash Payment FAQs

Q. What is the In-Store Retail Cash Payment option for customers at CPS Energy?

A. An in-store retail cash payment is an in-store payment service that allows customers to pay their CPS Energy utility bill at the check-out or stand while purchasing other items at specific retailers or at the retailer's Customer Service Area. Cash is the primary form of payment accepted, although some retail locations also accept debit cards. The network encompasses thousands of retail locations across the US. What this means is that people can pay a CPS Energy bill anywhere in the US at participating retailers. The sales associate at the cash register or the Customer Service area will scan a barcode provided on the customer's bill or generated through our payment portal and printed or displayed on their cellphone.

Q. Is there a fee for using this service?

A. Yes, there is a fee of one dollar and ninety-nine cents (\$1.99) paid to the third-party vendor.

Q. Can In-Store Retail Cash Payments be made at the CPS Energy Walk-in Customer Service Centers?

A. No. However, customers are always able to make cash or check payments at any CPS Energy Walk-in Customer Service Center.

Q. Which retailers participate in this program?

A. H-E-B, CVS, Walgreens, Dollar General, 7-Eleven, Family Dollar, Stripes, and Pilot Flying J locations. Cash is accepted at all locations. Debit is accepted locally at H-E-B, Dollar General, Family Dollar, and Pilot Flying J locations.

Q. Can customers pay with a credit card when using the In-Store Retail Cash Payment option?

A. No. All participating retailers accept cash payments, and most will also accept debit cards, but not credit cards.

Q. Can customers still pay at the retailers' Customer Service Centers using the Western Union payment option that only charges \$1.00 per transactions?

A. Yes.

Q. If a customer does not have a bill with a barcode, how can he/she get the barcode?

A. Customers can request their barcode document from Kubra EZ Pay and then they can save the barcode document in their phone for future use. Each barcode document is specific to a customer account. Therefore, if a customer acquires a new account number, they will need to download that barcode document from Kubra EZ Pay.