

# FACT SHEET

## HOW TO PAY YOUR BILL

This fact sheet will provide an overview of how to pay your energy bills.



The different ways to pay are:

**Online with MY ACCOUNT** View and pay your bills the quick and easy way by logging into MY ACCOUNT. You can pay with Visa or Mastercard. Your energy provider won't charge any credit card processing fees.

**BPAY** Pay your bill directly from your bank account, either by phone or online. If you're not already set up for Internet and phone banking, contact your bank. To make your payment, you'll need the biller code number and BPAY reference number shown on your bill's payment slip. Using the right BPAY reference number ensures they credit your account on time so check that you have your up-to-date BPAY reference number before paying.

**Direct Debit** Direct debit is the easy way to ensure your bills are paid on time and guarantees you'll receive your pay-by-due-date discounts, if applicable. You'll still receive your bill to review before the payment is automatically deducted. Direct Debit gives you the flexibility to pay weekly, fortnightly, monthly or quarterly with payments transferred automatically from your nominated account. If you set up a direct debit and your account becomes withdrawn there may be overdrown or late fees that will apply.

**Credit Card** You can pay your bill quickly and securely with your credit card. Most providers accept MasterCard® and Visa and American Express® credit cards and debit cards.

Please note that a credit card merchant service fee may apply.

**Australia Post** You can pay your bill over the counter or over the phone with Australia Post. If you use your credit card, a merchant service fee may apply.

**Centrepay** Centrepay is a voluntary payment method offered by Centrelink and available to all customers receiving Centrelink payments. If you opt to set up Centrepay, your nominated amount will come out before you receive your Centrelink payment.

**Electronic funds Transfer (ETF)** Pay your bill by transferring money directly from your bank account to ours.

**Cheque/money order via mail** Mail your cheque or Australia Post money order along with the bottom section of your bill, to the address shown. Remember that your cheque may take three to seven days to clear.

**Pay via phone** Pay your bill at any time of the day or night through our self-service phone line. Most providers accept Visa or MasterCard for payments between \$1 and \$10,000. Make sure you have your bill details and card ready when you call.

