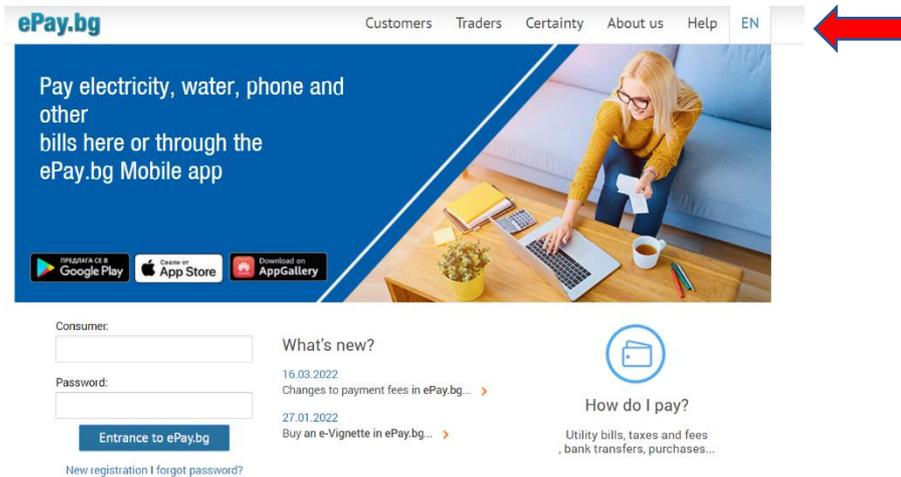
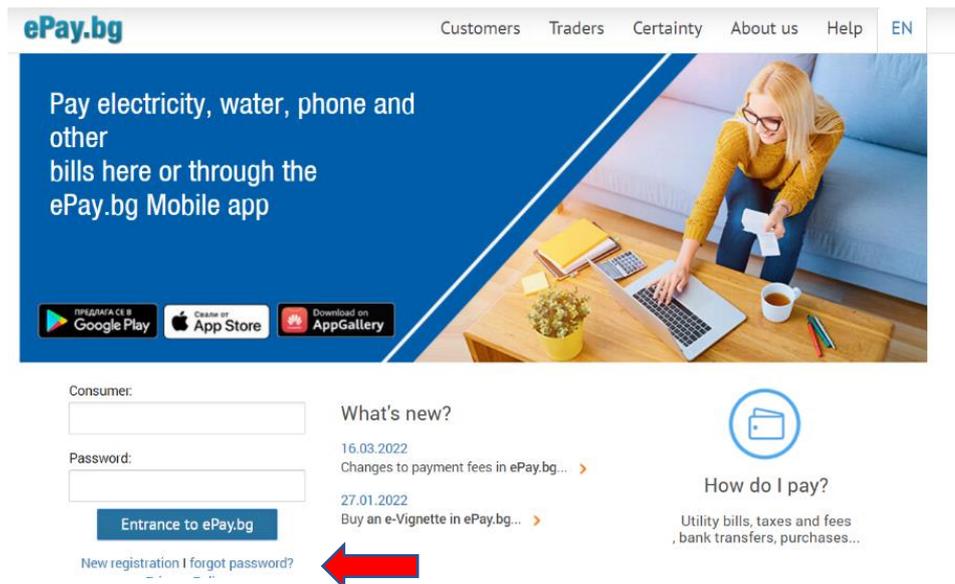


How to set up an ePay account to pay your electricity bills

1. Visit www.epay.bg
2. Click “EN” on the top menu in the top right of the page. This will change the site into the English Language



3. Select “New registration” to set up an account



4. You need to set up the account as a “person” and NOT as a “legal entity” unless your apartment is held in a business name.

It is Important before you complete anything else, you select your nationality. If you are British, select “Great Britain”. The requirement to add a “Personal Identification Number” will be replaced with “Date of Birth”. Complete the form as requested.

Registration in ePay.bg

Person **Legal entity**

Information on the person ✕

* Full name ?

* Nationality ?
 Great Britain ▼

* Date of birth ?
 Year ▼ Month ▼ Day ▼

Contact number ?

Address

Country ?
 Great Britain ▼

Location ?

Terms and Conditions

General Terms and Conditions for Executing of Payments through ePay.bg

ePay.bg

1. MAIN TERMS

Payment via Internet means the payment for goods and services, the executing of transfers and/or the payment of obligations, where the Internet network is used as the environment for the payment data exchange.

Operator (Epay AD) is a legal entity, which registers with itself all merchants and clients willing to execute payments using ePay.bg by bank cards or other means of payment that it has approved, and which provides for and guarantees the executing of these payments between the parties in information and technical terms in adherence to the relevant technology that it has established and that the issuing banks, BORICA AD and Easypay AD has accepted.

Easypay AD is a licensed payment service provider in accordance with the Law on Payment Services and Payment Systems (LPSPS), on the grounds and under the conditions of the individual license No RD 22-1604 dated 14 July 2010, issued by the Bulgarian National Bank to carry on business as a payment institution. The payment transactions in relation to the payments and/or transfers ordered within the system of

Please note:

You will need to use a mobile phone number to receive a code from ePay to make payments. Please make sure you use your country code and remove the first zero. For example, if you live in the UK and your mobile number starts 07778, you will need to type 00447778.

To set your Password, make sure it is 8 digits using letters, numbers and special characters

- If you have completed the form correctly you should see the message *"You registered successfully. You will receive an activation link at the following email....."*
- Please open your email from ePay and click on the link. You will be directed to a webpage confirming you have registered successfully

Confirmation of registration inEpay.bg

You registered successfully.

[Homepage](#)

- Click on "homepage" and this will take you to the login page in Point 2. Type in your username and password and click the "Entrance to ePay" button to enter the site.

Next you will need to register your electricity account number in the ePay system.

1. Select "Payment of bills" on the top menu bar and select "Registration" from the pull down menu.

The screenshot shows the ePay.bg website interface. The top navigation bar includes 'Payment of bills', 'Transfers', 'Cards and accounts', 'Reports', and 'Settings'. A dropdown menu is open under 'Payment of bills', with a red arrow pointing to 'Registration'. Other options in the menu include 'Utility bills', 'Change', 'Payment', 'Others', 'Fines to the traffic police', 'GSM top-up', and 'Pre-paid services'. A yellow notification banner is visible, stating that users registered after March 15, 2021, will need to undergo an online identification procedure. Below the menu, there are sections for 'Cards and microaccounts' (showing 0.00 BGN and 'Add funds'), 'Pending bills' (showing 'Currently you have no pending bills.'), and a user profile for 'Douglas Ross' with Level I security and a 'High' security level. The profile also shows client number 3656334987, email douglasross@bamro..., and last login information.

2. Select "Electricity Distribution companies" and "CEZ Electro Bulgaria"

Register for payment of periodic bills

The screenshot shows the 'Registration' page for periodic bills. It features a 'Select company' dropdown menu with 'Registration' selected. Below this is a search bar labeled 'Search company by name' with a search icon. Underneath, there is a section 'Select a company by category' with a list of categories and their counts:

- Electricity Distribution Companies (3)
- * EVN Electricity Supply
- * ENERGO-PRO
- * CEZ Electro Bulgaria (indicated by a red arrow)

Below this list, there are more categories with counts:

- Електроенергия - търговци свободен пазар (20)
- Електроенергия - присъединяване и възстановяване (2)
- Mobile Operators (5)
- Water Supply and Sewage Companies (52)
- District Heating Companies (13)
- Television (27)
- Internet Providers (153)

3. Insert your client number which is your 12-digit account number from CEZ. It usually begins with 300..... OR 310..... and it will have been given to you or your representative at the end of the application process for your own meter. Also, in "Explanation" describe the bill for your reference i.e. apartment number and complex. This helps if you have more than one apartment. Then click "Add". If you have anything outstanding, it should now show.

Register for payment of periodic bills x

Select company Registration

Information on the bill

* Merchant
 Company information ▾

* Client number ← i Explanation ← i

I wish to get notifications for received bills. i

Cancel Add

Finally, you will need to register a payment card to the epay system so you can pay your bill

1. Select "Cards and Accounts" on the top menu bar and select "Registration" from the pull down menu.

The screenshot shows the ePay.bg website interface. The top navigation bar includes 'ePay.bg', 'Payment of bills', 'Transfers', 'Cards and accounts', 'Reports', and 'Settings'. The 'Cards and accounts' menu is open, displaying three main categories: 'Add card online', 'Card and account management', and 'Mobile application management'. Under 'Add card online', the 'Registration' option is highlighted with a red arrow. Other options in this category include 'Confirmation' and 'Add card at an ATM'. Under 'Card and account management', there are 'Review and change' and 'Add funds to payment account'. Under 'Mobile application management', there are 'ePay.bg Mobile' and 'Access of other applications'. At the bottom of the page, a yellow banner contains the text: 'ePay.bg само битови сметки. За да регистрирате ePay.bg Mobile след 15.03.2021 г., ще е необходимо д'.

2. Now add a name by which to recognise the card you are linking i.e. Barclays Debit and add your card number, its date of expiry and all other details required. Click “ok”.

ePay.bg Payment of bills Transfers Cards and accounts Reports Settings

Online card registration

Registration X

* Short name by which you will recognize the card ⓘ

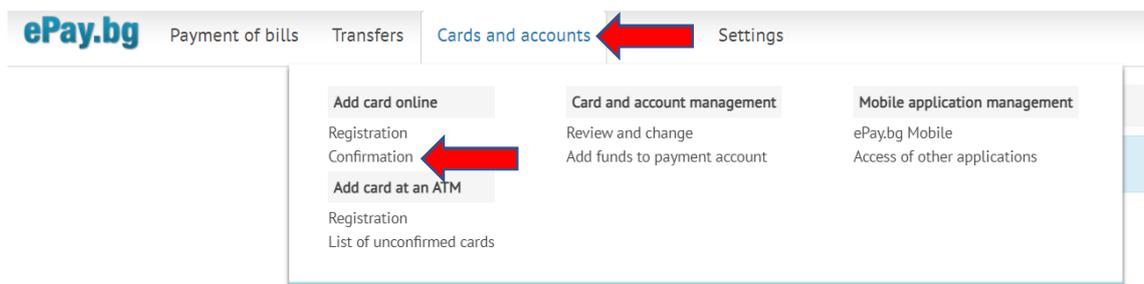
* Card number ⓘ

* Date of expiry (MM / YY) ⓘ

MM / YY

Cancel OK

3. At this point it will request a 2.00 BGN (approx. £0.85) payment from your card. During our registration process, it went through a payment process where our bank sent a one-time password to confirm the payment before we were returned to the ePay site and a message saying “Registration was successful. Successful payment”.
4. If your card has been registered successfully, you will NOT see it when you click “cards and accounts” and “Confirmation” from the pull down.



5. If your card does show in the “Confirmation” area, you will be asked by ePay to complete the card registration by finding the 2.00 BGN payment on your bank statement. This will

show a 5 digit code which will need adding here to complete your card registration on the site.

- Now you can pay your bill. Return to the home page, tick the bill for payment, select the card to be used and insert your ePay password. Then click the "Payment" button. You will be asked to confirm the 3-digit CVC on the back of your card. In our case, our bank sent us a one-time password for the payment to go through.

The screenshot displays the ePay.bg interface. At the top, there is a navigation bar with the logo and menu items: Payment of bills, Transfers, Cards and accounts, Reports, and Settings. Below this, the main content area is divided into several sections:

- Cards and microaccounts:** Shows a microaccount with a balance of 0.00 BGN and an "Add funds" link. Below it, a card is listed with a checkmark, a masked card number, a Visa logo, and an expiration date of 03/2025. There is a "Balance" link and an "Add card" button.
- User Profile:** Shows a profile picture, security level (Level I), and client information including Client number (CIN), e-mail, and Last login (17.04.2022 16:37 h.). It also indicates "Security: High" and "You are registered for 'Online utility bills'".
- Pending bills:** A table with columns: Amount, Fee, Beneficiary, Explanation, Subscription No, and Status. One bill is selected (checked) with an amount of 24.05 and a fee of 0.70, from CEZ Electro Bulgaria. The explanation is "BRT" and the status is "Expecting payment".
- Payment Summary:** Shows "Total amount for payment: 24.75 BGN" and a link for "How to not fees?". Below this are input fields for card selection (a dropdown menu) and a masked password field, followed by "Payment" and "Cancel" buttons.

Red arrows highlight the selected bill in the table and the corresponding dropdown menu and password field in the payment summary.