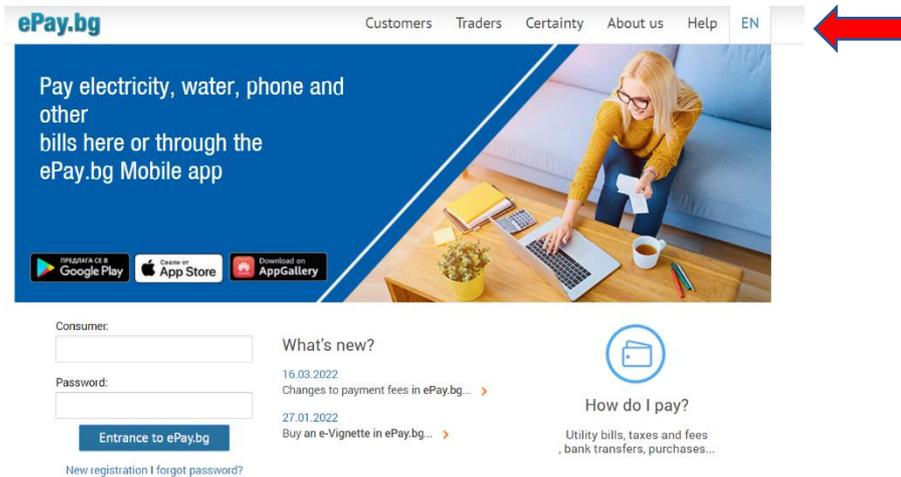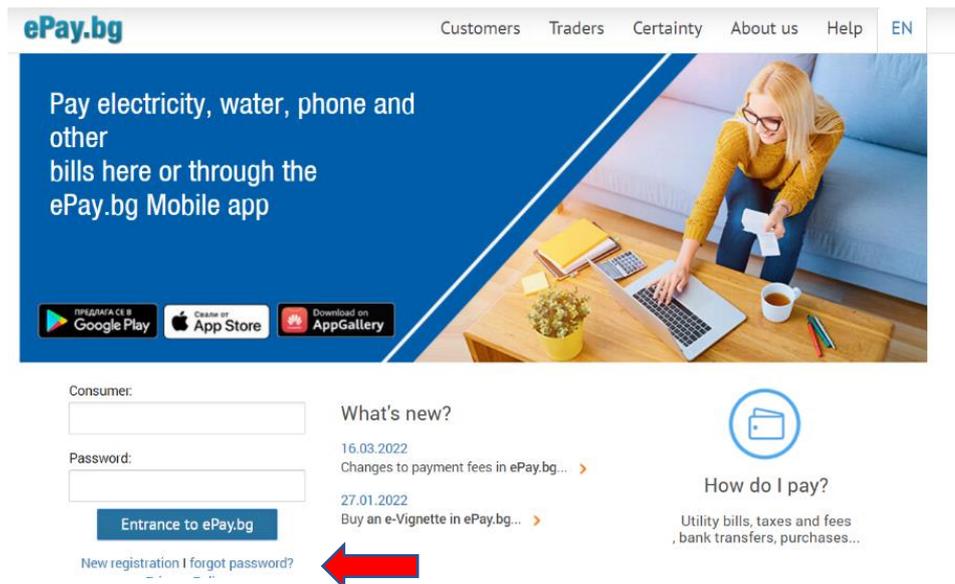# How to set up an ePay account to pay your electricity bills

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.

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

5. 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………."*

6. Please open your email from ePay and click on the link. You will be directed to a webpage confirming you have registered successfully

7. 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 electricy account number in the epay system.

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

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

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   ×

Select company   Registration

Information on the bill

* Merchant

CEZ Electro Bulgaria   Company information ⌄

* Client number   ℹ   Explanation   ℹ

[   ]   [Short name or description of bill   ]

☑ 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.

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

Add card online   Card and account management   Mobile application management

Registration   Review and change   ePay.bg Mobile
Confirmation   Add funds to payment account   Access of other applications

Add card at an ATM

Registration
List of unconfirmed cards

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".

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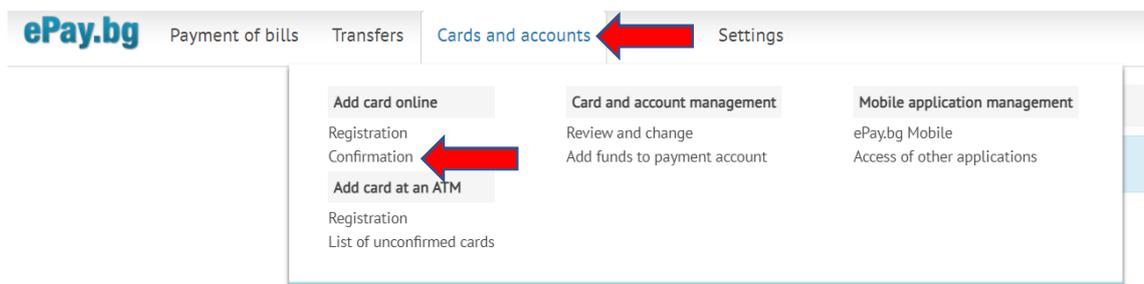
5. If your card does show in the "Confirmation" area, you will be asked by ePay to complete the card registration by finding the 2.00 BGN payment on your bank statement. This will

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

6. 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.