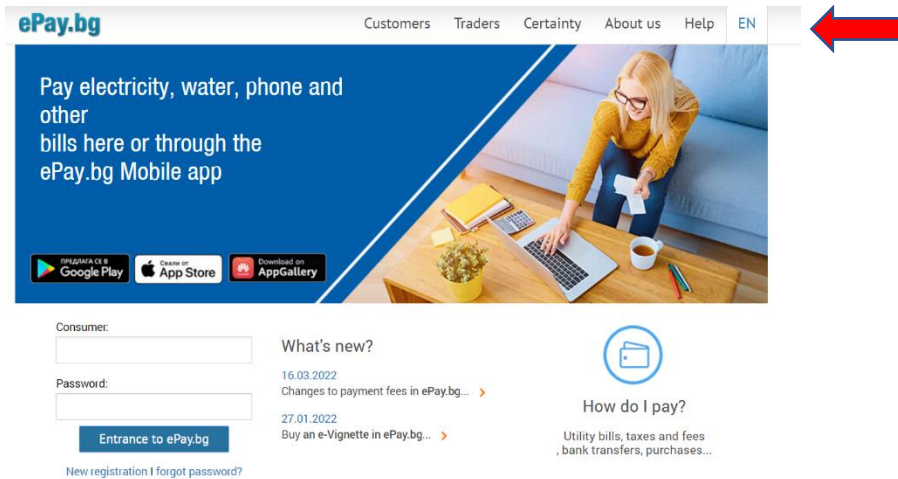
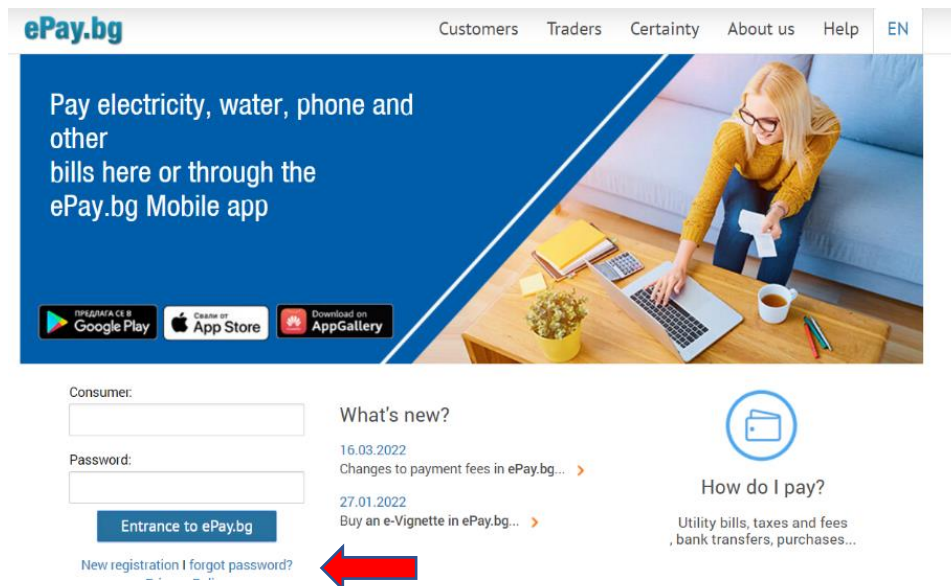


# How to set up an ePay account to pay your electricity bills

1. Visit [www.epay.bg](http://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

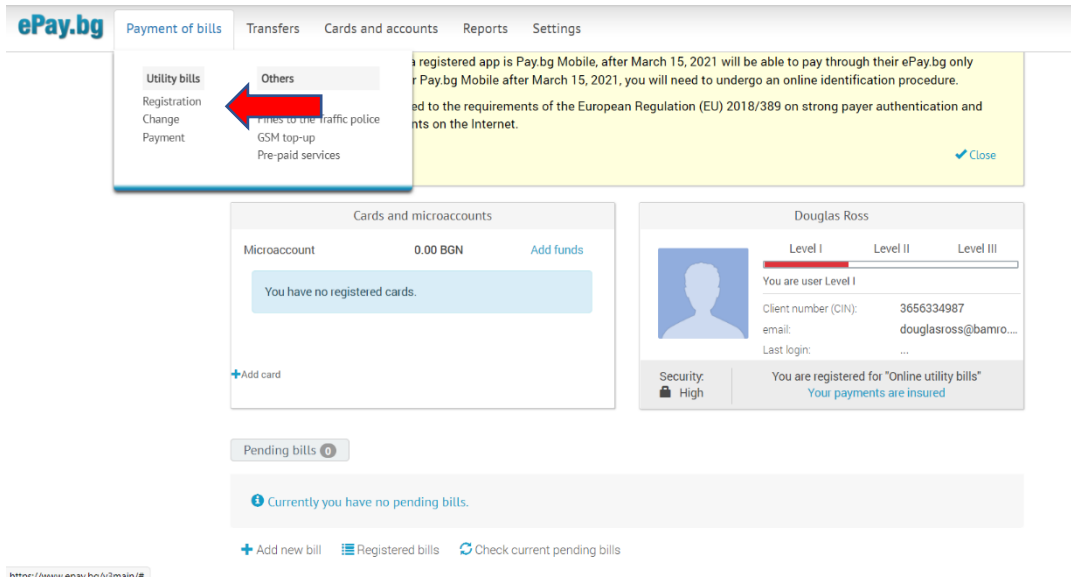
You registered successfully.

Homepage 

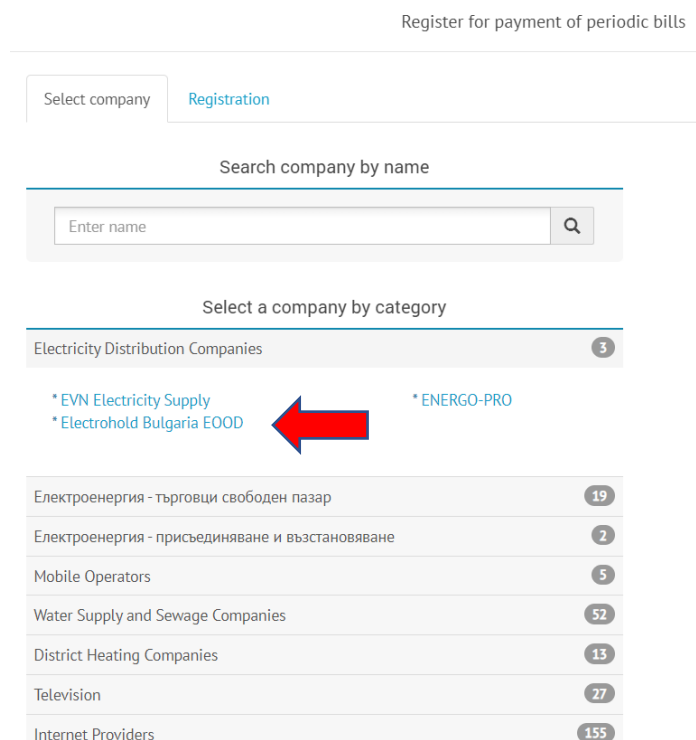
- Click on "homepage" and this will take you to the login page in Point 2. Type in your username and password and click the "Entrance to ePay" button to enter the site.

## 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.



2. Select "Electricity Distribution companies" and "ELECTROHOLD"



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

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Select company Registration

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Information on the bill

\* Merchant  
 Company information ▾

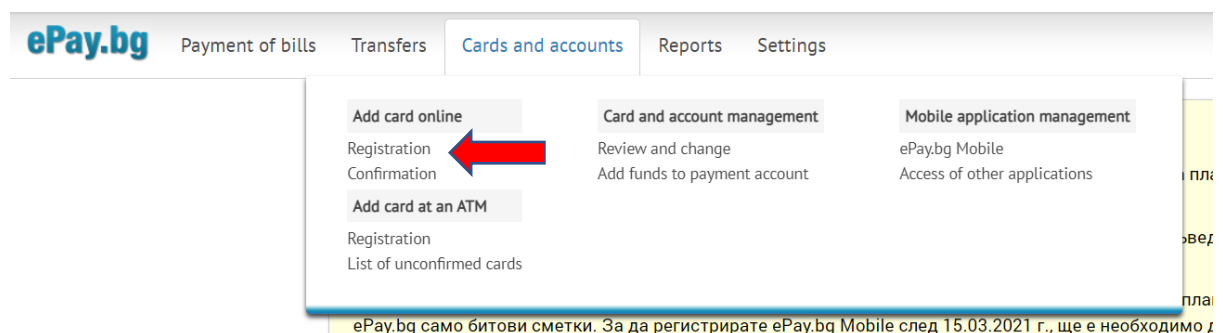
\* Client number i Explanation i  
 ←  ←

I wish to get notifications for received bills. i

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

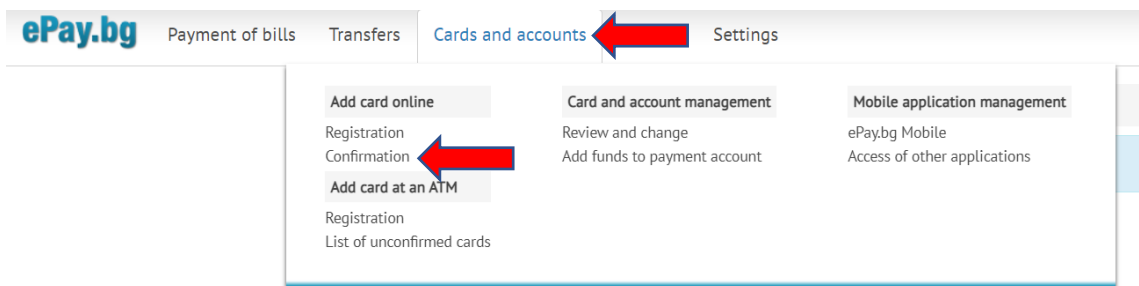
1. Select "Cards and Accounts" on the top menu bar and select "Registration" from the pull down menu.



- 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”.

The screenshot shows the 'Online card registration' form on the ePay.bg website. The form is titled 'Registration' and has a close button (X). It contains three input fields: a text field for 'Short name by which you will recognize the card', a text field for 'Card number', and a date field for 'Date of expiry (MM / YY)'. There are 'Cancel' and 'OK' buttons at the bottom.

- 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”.
- If your card has been registered successfully, you will NOT see it when you click “cards and accounts” and “Confirmation” from the pull down.



- 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.

The screenshot displays the ePay.bg user 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 the navigation bar, there are two main panels:

- Cards and microaccounts:** Shows a microaccount with a balance of 0.00 BGN. A card is listed with a checkmark, a masked card number, a Mastercard logo, and an expiration date of 03/2025. There are links for "Add funds" and "Balance".
- User Profile:** Shows a profile picture, security level (Level I), client number (CIN), email address, and last login time (17.04.2022 16:37 h.). It also indicates that the user is registered for "Online utility bills" and that their payments are insured.

Below these panels is a section for "Pending bills" with a table:

<input type="checkbox"/>	Amount	Fee	Beneficiary	Explanation	Subscription No	Status
<input checked="" type="checkbox"/>	24.05	0.70	CEZ Electro Bulgaria	BRT		Expecting payment

A red arrow points to the checkbox in the first row of the table. Below the table, the "Total amount for payment" is shown as 24.75 BGN. There are two input fields: a dropdown menu for card selection and a password field with a masked password (.....). A "Payment" button and a "Cancel" button are located to the right of the password field. At the bottom, there are links for "Add new bill", "Registered bills", and "Check current pending bills".