

How to pay your bill

Pay your bill by direct debit

Direct debit is the simple way to ensure your bills are paid on time and guarantees your pay by due date discounts. You will still receive your bill to review before the payment is automatically deducted. Set up your direct debit by using one of the following options: Direct debit or My Account.

Pay by credit card

You can pay your bill quickly and securely with your credit card. We accept MasterCard® and Visa and American Express® credit cards and debit cards. A 3.5% credit card merchant fee applies to American Express and Diners card payments.

BPAY

Contact your bank, building society or credit union to make payments from your account. Your biller code can be found on your latest bill.

By Mail

Post your cheque or money order with your payment slip (payable to Energy Trade) to the address shown on your bill.

A personalised installment plan

With our personalised installment plan you can pay your energy accounts in regular affordable installments designed to suit your particular circumstances. Set up a regular payment plan in My Account or contact us.

If you are experiencing difficulty paying your bill you may be eligible for government rebates, concessions or relief schemes.

Please visit www.energytrade.com.au or call 1300 001 256 for more details.

Interpreter services

For interpreter services please call TIS on 131 450



Disclaimer: Energy Trade is not an Electricity retailer, therefore we are unable to accept charity vouchers or coupons as a form of payment.

Account Enquiries

billing@energytrade.com.au
www.energytrade.com.au

Faults & Emergencies (24hrs)

Please contact your local network distributor

Office Hours

Mon - Fri 9:00am - 6:00pm (AEST)
1300 001 255

Moving

Complete the move-out form at
www.energytrade.com.au/move-out