

Placing a Payment

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Upon logging into the payment portal a list displays of the current *Amount Due*, *Current Balance*, and *Budget Due* along with *30/60/90 Day Balances*.

Note: If a discount is available, the discount total and paid by date will now show under their current balance in the Portal.

Amount Due	30 Day Balance
\$ 18,537.29	\$ 0.00
Current Balance	60 Day Balance
\$ 0.00	\$ 0.00
Budget Due	90 Day Balance
\$ 120.00	\$ 18,537.29

Please allow up to 15 minutes for balance to update after a payment is made.

Select the **Pay** button.

Adams, Ansel/ ID# 100007

Amount Due	30 Day Balance
\$ 18,537.29	\$ 0.00
Current Balance	60 Day Balance
\$ 0.00	\$ 0.00
Budget Due	90 Day Balance
\$ 120.00	\$ 18,537.29

Please allow up to 15 minutes for balance to update after a payment is made.

Print Bill

Pay

Note: **Print Bill** option creates a PDF of the Consumer's Bill with the total amount due. For mobile logins, the **Pay** button will remain static to the bottom and the **Print Bill** button will not be available.

Three Billing types will be listed:

- **Balance** – Select to pay *Full Balance* or choose *Other Amount* and enter an amount to pay.
- **Budget** – Select *Full Amount* to pay monthly budget payment or choose *Other Amount* and enter an amount to pay.
 - If Customer Budget is inactive for a customer in Energy Force, the Budget payment option is not available when logged into the Consumer Portal.

Bill Payment

Balance Contract

Full Balance

\$ 2184.45

Other Amount

\$ 0.00

- **Contract** – Select to apply the payment to contracted gallons. Enter an amount to pay in *Other Amount*.

Balance Budget Contract

Full Balance

\$ 19546.29

Other Amount

\$ 0.00

Balance Budget Contract

Full Amount

\$ 120.00

Other Amount

\$ 0.00

Balance Budget Contract

Full Amount

\$ 0.00

* Other Amount

\$ 0.00

Note: If *Other Amount* is selected to make a one time payment, another payment method cannot be added.

Select **Enter Payment Method** to optionally enter *Credit Card* or *Checking Account* information for the Payment Method, or choose a saved payment method from the drop-down.

Note: *This encrypted payment method will be saved for future use on this portal and retailers software displays below the **Save Payment Method** checkbox. The payment being saved will be shared to a vault the energy company could use in the future to take payments from Energy Force.*

Saved Payment Methods

Enter Payment Method

Enter Payment Method
X

* First Name * Last Name

Address

Address 2

Payment Method:

Credit Card
ACH

City State * Zip Code

Email Address

Payment Nickname

Save Payment Method.

This encrypted payment method will be saved for future use on this portal and retailers software.

After clicking Submit, please be patient. Payment method form will close once payment method is saved.

Cancel
Submit

Select **Submit** to return to the *Bill Payment* screen.

Note: If applicable, a set *Convenience Fee* will apply to the payment when making a portal payment. ACH payments may not show. The retailer decides if they accept those.

Discount calculation for *Full Balance* payments calculate at the *Total Payment* amount. The message (*Discount Applied*) shows if a discount exists to better show the consumer the payment price.

Full Balance
(Discount Applied)

Once the payment information has been entered, check the box for *I've reviewed the amount to pay*.

Note: If Payment Terms have been established, then those Terms are visible by selecting the **Terms** link.

Convenience Fee	Total Payment
\$ 6.59	\$ 334.48
<input checked="" type="checkbox"/> I've reviewed the amount to pay	
Terms	

Select **Submit** when finished.