

EZ-PAY provides the option of paying your bill with a credit/debit card or the ability to use cash at any of our authorized retail vendors.

How can I make my payment?

You can submit your payment online using any mobile device, by phone, or at any of our authorized retail payment locations.

Where do I go to make an online payment?

- ▶ Simply select the Pay with EZ-PAY button located at the top of the Elkton Gas homepage.
- ▶ From there, you can select the Sign Up button to start the registration process.
- ▶ You can also make an online payment without going through the enrollment process when you click on the Pay with EZ-PAY button.

Will I be able to view my bill online without making an online payment?

Yes. But in order to view your bill online, you must be enrolled in EZ-PAY. While providing certain bank information is required for enrollment, funds will not be withdrawn unless you schedule a payment - and you do not need to make an online payment in order to view your bill.

Will I have to provide bank information just to view my bill online?

EZ-PAY is enabled and operated by KUBRA, an independent third-party system specifically set up as a payment database. If you wish to view your bill, you will need to enroll into EZ-PAY.

Will I be able to make a one-time payment without enrolling in the EZ-PAY Account?

Yes. You will be able to make an online payment and skip the registration process by selecting the Pay with EZ-PAY button.

Will I be charged a processing fee to make an online payment?

There will be a \$2.25 (per \$750) processing fee charged by the vendor.

Why am I receiving a message stating my transaction is invalid?

Each transaction must not exceed \$750. If the amount is over \$750, you will need to submit multiple payments. If you attempt to make a payment over \$750, you will receive a message that says your payment is invalid.

Are there any authorized retail payment locations near me?

We have a network of authorized payment locations that may be convenient for you. Please visit the EZ-PAY site and enter your new account number then select the Cash option. Next, enter your zip code to find

an authorized retailer's location nearest you. A payment slip will be generated with a special bar code. Present this bar code, via mobile or printed slip, to the retailer to scan. You will receive an email or text confirmation of your payment.

Will I be charged a processing fee to make my payment at an authorized payment vendor?

There is no fee to pay with cash at our expanded network of authorized payment retailers.

Will I need a copy of my bill to make a payment at an authorized payment vendor?

No, you will not need a copy of your bill. You can submit your payment by showing the barcode from your bill via mobile or a printed slip. The bar code is tied to your account number so you will be able to use the same bar code each time. To access your bar code, please visit the EZ-PAY site and enter your new account number, select the Cash option. Next, enter your zip code to find an authorized retailer's location nearest you. A payment slip will be generated with a special bar code. Present this bar code, via mobile or printed slip, to the retailer to scan. You will receive an email or text confirmation of your payment.

Will I have to register to make payments by the automated phone system?

No, you can make on-demand payments via credit card, PIN-less debit, or checking account 24/7 without registration.

Will I have access to my balance information on the automated phone system?

Yes, balance information will be available to you on the automated phone system.

What is the phone number to pay my bill?

You can still dial 1-866-281-6483 and follow the prompts or you can pay directly by calling 1-833-77EZPAY (1-833-773-9729).

Do I need to enter the dashes when submitting my payment through the Interactive Voice Response?

When entering the account number on the IVR, the entire number and dashes will need to be entered using the star button "*" to represent the dashes (-) in the number. *For example:* if the account number is 10-2345-6758-1, it should be keyed in as 10*2345*6758*1.

When will my online payment post to my account?

Payments made by 8 PM EST will typically post to your account on the next business day. Payments made after 8 PM EST may take up to 2 business days to post.

EZ-BILLING FAQs

FREQUENTLY ASKED QUESTIONS



Find out how you can make payments for free, view your bill, and read other popular inquiries.

How can I make my payment?

You can submit your payment online using a computer, mobile device, by phone, or by text.

Where do I go to make an online payment?

Simply click the Sign into EZ-BILLING button to start the enrollment process. You will need your new Elkton Gas account number to assist with the sign-up process.

Will I be able to view my bill online without making an online payment?

Yes, in order to view your bill online, you must be enrolled in EZ-BILLING. You can provide your banking information after enrolling, but the funds will not be drafted unless you schedule a payment.

Will I have to set up my EZ-BILLING wallet just to view my bill online?

No. After signing up, you can view your bill without providing banking information.

Will I be able to make a one-time payment without enrolling in EZ-BILLING?

No. You will need to enroll in EZ-BILLING and add your checking or savings account information to make an online payment.

Will I be charged a processing fee to make an online payment?

By using your checking or savings account information – there is no fee charged. **It's free.**

Will I have access to my balance information on EZ-BILLING?

Yes, once you have created a profile, your balance information will be available to you on your My Account page.

Do I need to enter the dashes when I enroll?

Yes. When entering the account number, the entire number and dashes will need to be entered.

When will my online payment post to my account?

Payments made by 8 PM EST will typically post to your account on the next business day. Payments made after 8 PM EST may take up to 2 business days to post.

Why is there no cost on EZ-BILLING and not on EZ-PAY?

EZ-PAY is provided by our third-party vendor that allows you to pay through the site for a small fee by using a credit/debit card without registering to sign up (one-time payment).

Our EZ-BILLING site does not require a fee and is managed by Elkton Gas. To use EZ-BILLING, you are required to sign up, create a profile and can only pay by checking and savings account.

Can I sign up for more than one account on a profile?

Yes. You can sign up for multiple Elkton Gas accounts on your profile.

Do I need to enroll on AutoPay?

Yes. Due to customer security and changing of payment vendors, we were unable to transfer your account information. You can sign up for AutoPay to manage your online account.

Can a customer use the EZ-BILLING site and not sign up for AutoPay?

Yes. You can view your billing – go paperless, and etc. You can also use the View & Pay option to schedule and make a payment for free from this site.

PAYMENT OPTIONS COMPARISON CHART	EZ-PAY	EZ-BILLING
Paperless billing	✓	X
Pay with credit or debit card	✓	X
Processing fee	✓	X
Instructions on how to pay with cash	✓	X
View current bill	✓	✓
Show current balance	✓	✓
Enrollment NOT required to make a payment	✓	✓
Receive text/email payment confirmations	✓	✓
AutoPay feature	X	✓
Receive text/email bill ready confirmations	X	✓
Pay with my checking or savings account	X	✓

www.ElktonGas.com
866.281.6483

