Placing a Payment

Last Modified on 09/11/2025 2:34 pm EDT

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.

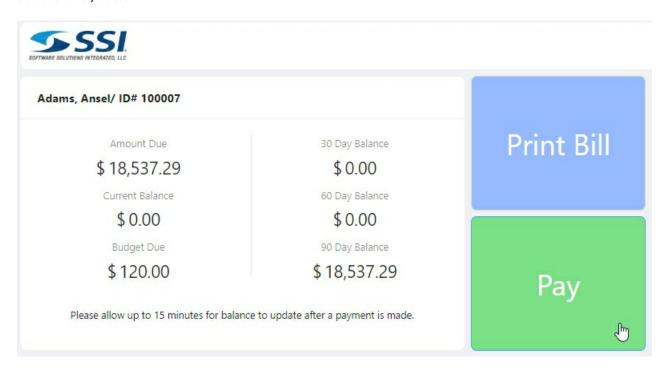
Note: If a discount is available, the discount total and paid by date will now show under their current balance in the Portal. See the *Discount* tab for more info.

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.

Make a Payment

Select the Pay button.

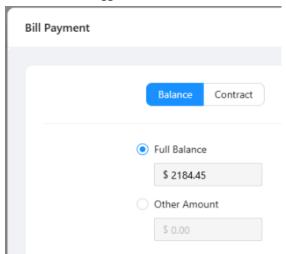


Note: **Print Bill** option creates a PDF of Consumers Bill with total amount due. For mobile logins the **Pay** button will remain static to the bottom and the **Print Bill** button will not be available.

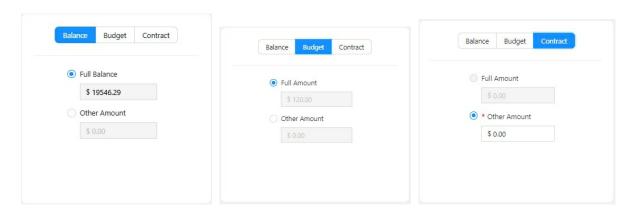
Three Billing types will be listed.

• 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.



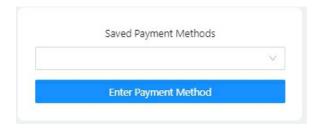
• Contract – Select to apply payment to contracted gallons. Enter an amount to pay in Other Amount.

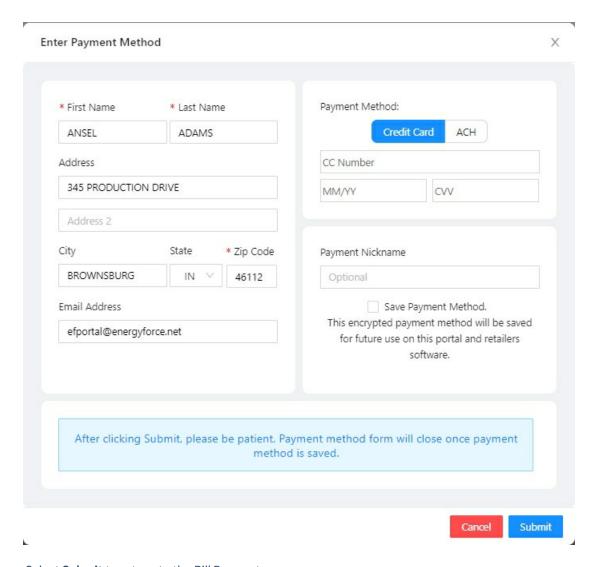


Note: If user selects Other Amount to make a one time payment option they cannot add another payment method.

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.

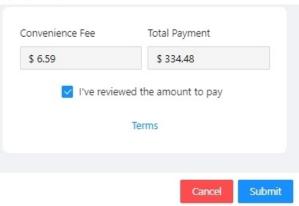
Note: This encrypted payment method will be saved for future use on this portal and retailers softwaredisplays below the **Save Payment Method** checkbox. Consumers acknowledge the payment being saved will be shared to a vault the energy company could use in the future to take payments from Energy Force.





Select ${f Submit}$ to return to the ${\it Bill Payment}$ 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 or not. If Payment Terms are setup at *SKY Admin / Consumer Portal / Online Payments*, then those Terms are visible for the consumer on the Consumer Portal by clicking on the *Terms* link.



Discounts

Discount calculation for *Full Balance* payments are included in the amount shown. 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 and select* **Submit** when finished.

Note: Discounts will apply when using *Other Amount* payment option as well if the minimum amount to get the discount is entered. The discount in this scenario will apply to the consumers account balance within Energy Force.