How to view or pay an invoice on an existing application

This guide will help you view and pay an invoice related to a new connection or alteration application.

Notification

United Energy will email you a link to view and track your application, along with a prompt when the invoice is ready for viewing and payment. Please ensure you register or log in to our online portal using the name and email nominated on your application.

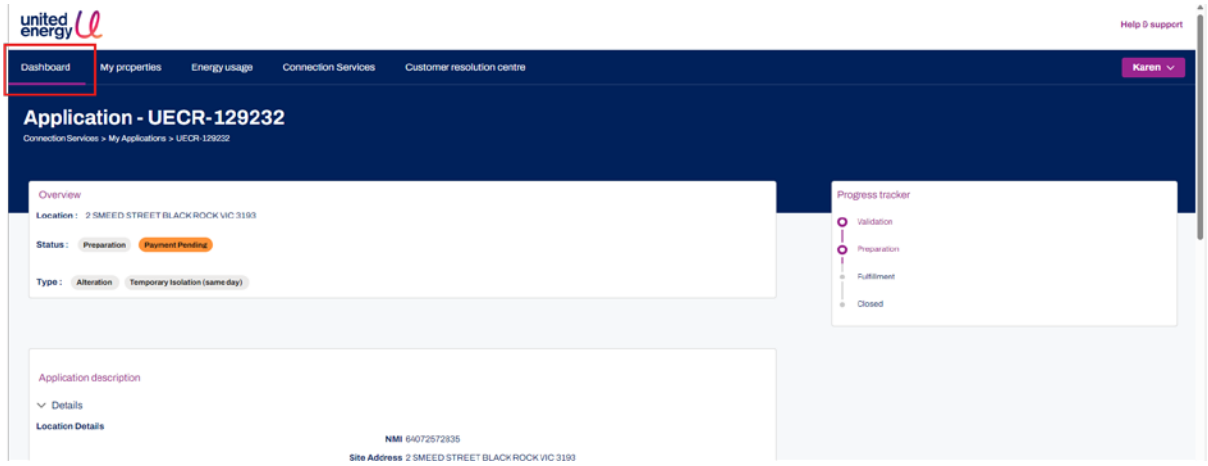
Before you commence the process, make sure you have reviewed the **How to sign into and Navigating the myEnergy** video or instructions.

Logging in

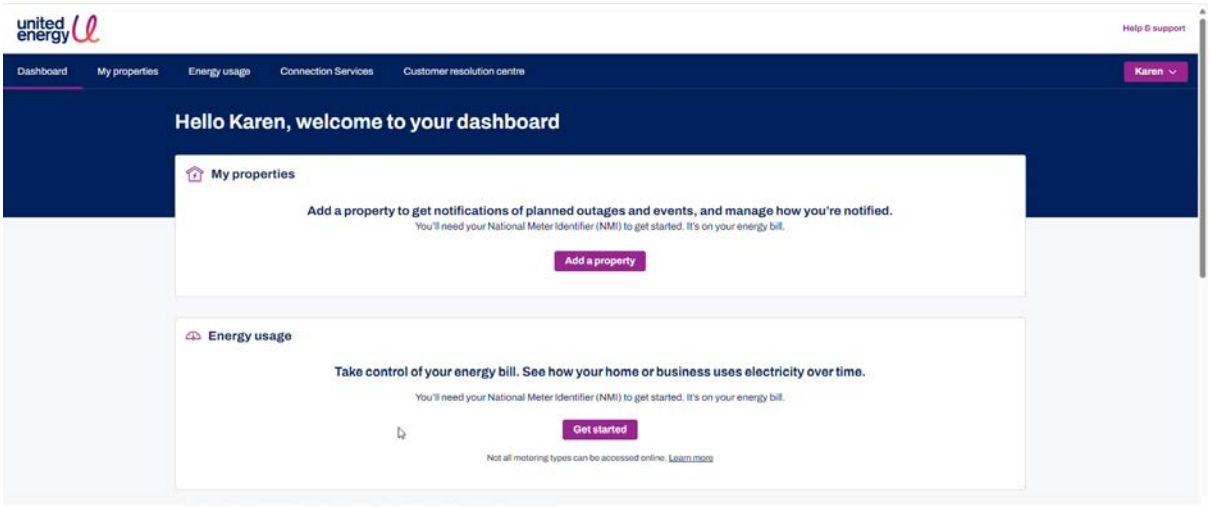
- Click the link in the email to access the myEnergy sign-in page.
- Enter the email used for registration and your password.
- Click Log In.

Dashboard

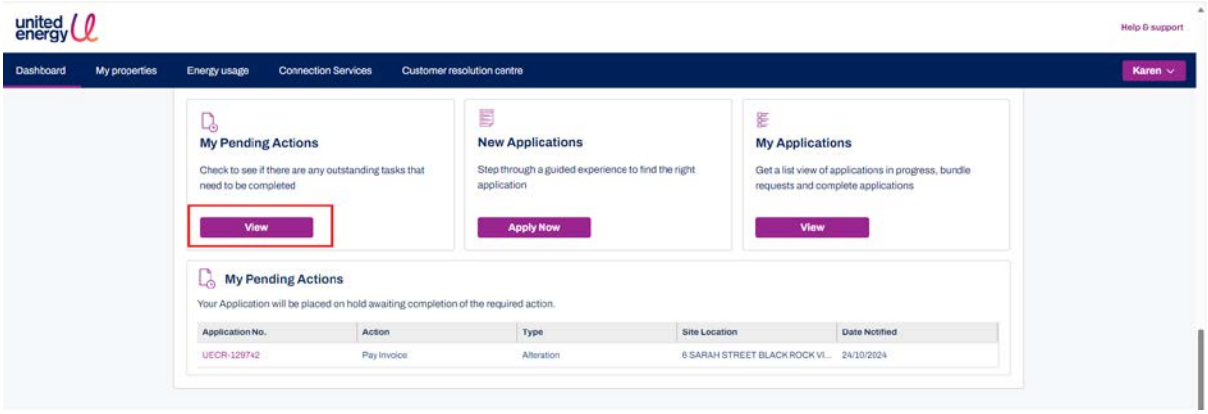
After signing in, you will be directed to your application. Click the Dashboard tab in the top left corner.



From this screen you will be able to View My Pending Actions against this application.

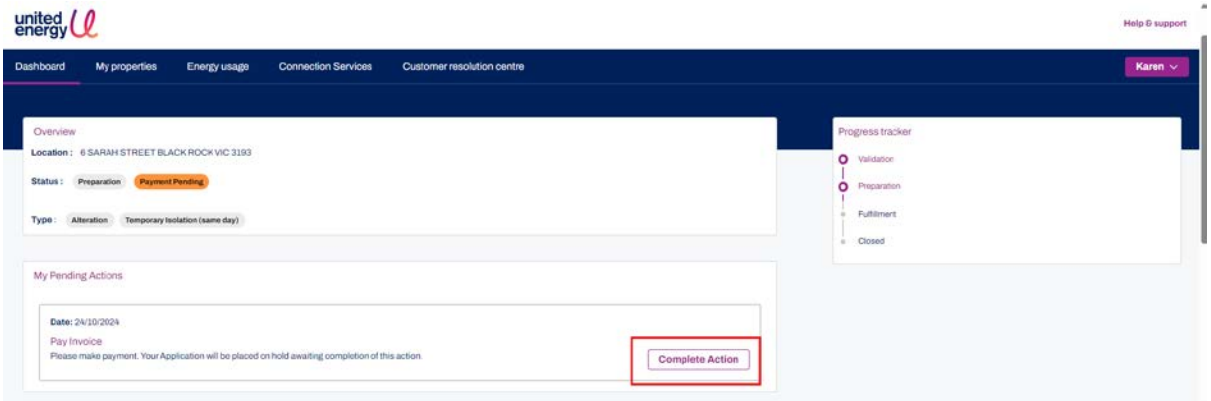


Scroll down the page, until you find ‘My Pending Actions’. Click the **View** button.

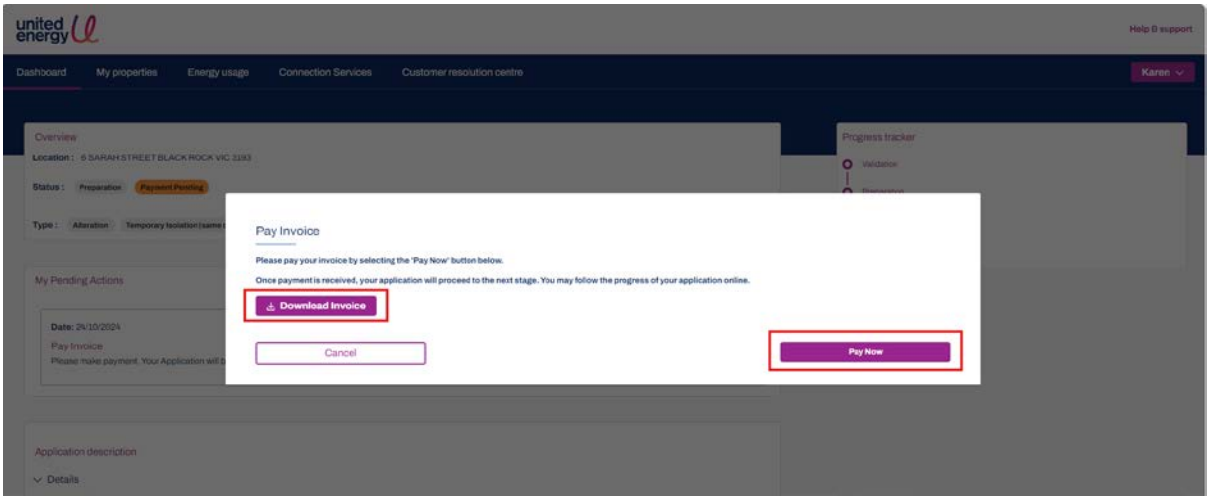


Viewing and Paying Your Invoice

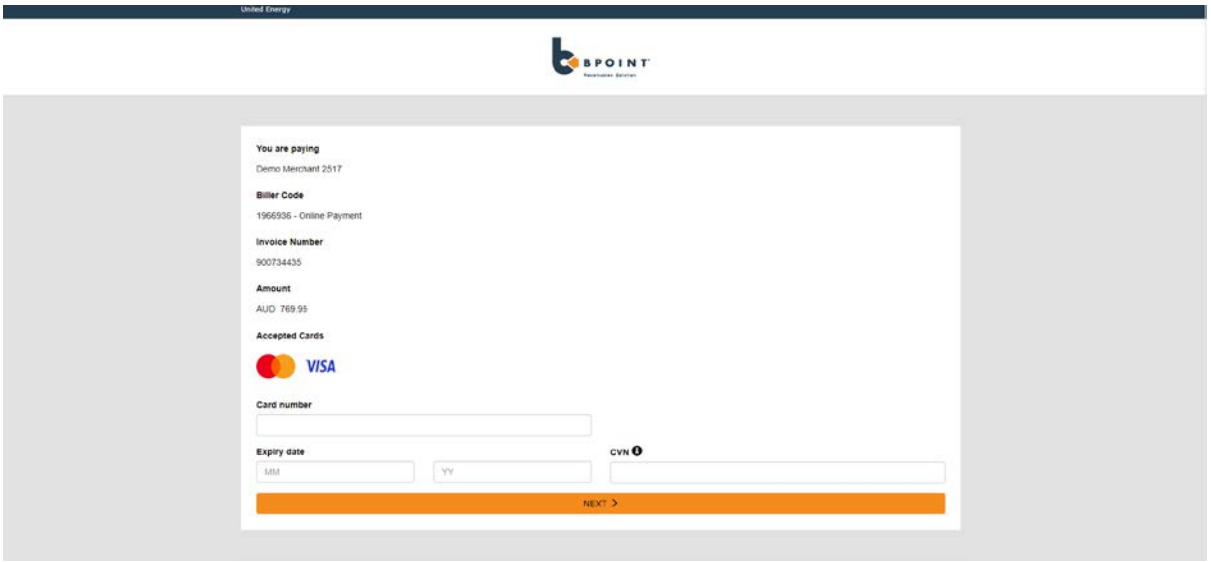
From this screen you will be able to view and pay your invoice. Click the **Complete Action** button.



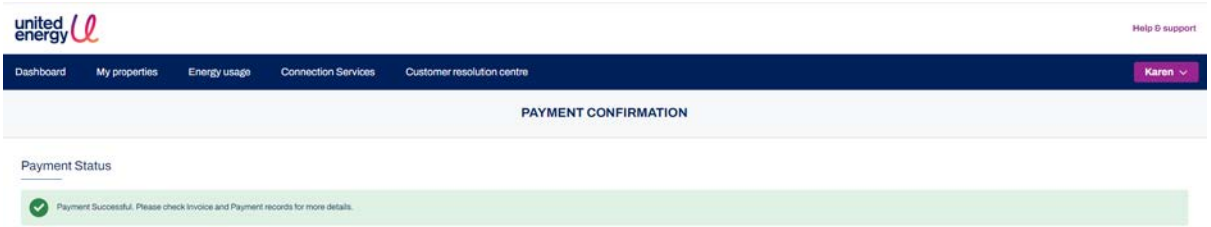
From this pop up you will be able to:
• Download the invoice
• Pay the invoice



Pay Now: This will direct you to BPOINT, where you can securely make a payment using a credit card.
BPAY: If you prefer BPAY, the Biller Code and Reference can be found on your invoice.



After a successful payment via BPOINT, you will be automatically redirected to a confirmation screen.



Assistance

For help, click the **Help and Support** button at the top of the page.



Logging Out

You will automatically be signed out of your myEnergy account after a period of inactivity; however, you can also manually sign out. Simply click or hover your cursor on your name in the top right and select **Log out.**

