



Online OnTime FAQs

- **What do I need to do to get my Online OnTime discount?**

You need to complete three easy steps?

1. Register for Online Services (you'll need your ICP and consumer numbers) found on your bill to do this. If you already have an Online Services profile, ensure you add your new property.
2. Choose to receive your bill online each month. Simply log in to Online Services and navigate to the 'Manage Online Billing' section accessed from the 'Billing' tab and select to receive your bills online.
3. Pay your bill in full by the due date by direct debit, SmoothPay, internet banking or telephone banking (but no form of credit card payments) and your discount will be applied automatically.

- **When will my OLOT discount be applied to my account?**

Your account will have the OLOT discount applied within 2 business days of signing up for Online Billing. It will not appear on your account straight away and will only apply to online bills produced once the discount has been set up on your account.

- **How do I know if I am on Online OnTime?**

You can check your prompt payment discount in Online Services by clicking on the main 'Billing' tab. Under the 'billing information' section you can see your prompt payment discount type and amount.

- **Is the OLOT prompt payment discount on top of the standard 10% prompt payment discount?**

No, the OLOT discount is instead of, and not additional to, the standard prompt payment discount.

- **Will I receive the OLOT discount if I only pay part of my bill by the due date?**

No, in order to receive the OLOT prompt payment discount you will need to pay your bill in full by the due date.

- **Can I pay by credit card?**

No, if you pay your bill by any form of credit card payment you will be taken off the Online OnTime prompt payment discount and put back onto the Standard prompt payment discount of 10%

- **Can I get the OLOT prompt payment discount on my Rockgas LPG bill?**

No, your Rockgas Bill is excluded from receiving the OLOT discount. PrePower is also excluded from receiving the OLOT prompt payment discount.

- **How do I choose to get my bill online?**

You will need to register for Online Services if you haven't already and you can elect to receive your bills online as part of the registration process. If you are already registered for Online Services, ensure that your account is linked to your profile – this can be done through the section 'Add an account' under the 'My details' tab. You will need your ICP and account number to add an account. These can be found on your bill. Once added to your Online Services profile, navigate to the 'Manage Online Billing' section under the 'Billing' tab.

- **How do I see if I am set up to get my bills online?**

In Online Services, navigate to the 'Manage Online Billing' section under the 'Billing' tab. Here you will be able to see if you are already set up to get your bills online or choose to do so.

- **I have moved house, will I continue to get my Online OnTime discount?**

If you have moved house, ensure that you add your new property to your online profile and select to receive your bills online otherwise you will receive paper bills and not receive the OLOT discount. You will need your ICP and account numbers found in your welcome pack to add your new property.

- **I can't log into Online Services**

If you have forgotten your password you can reset your password by selecting the 'Reset your password' link.

- **I cannot register as my email is already linked to an Online Services profile**

Your email address can only be linked to one Online Services profile. If you cannot remember your user ID, follow the 'Forgotten your user ID?' link in the sign in section and your user id will be emailed to you.

- **Can I get the OLOT prompt payment discount on top of my Kickstart or Refresh pricing plan?**

No, both Kickstart customers and Refresh customers are excluded from receiving the OLOT prompt payment discount.