

Payments - Where, when and how to make payments:

NOTE: For security reasons please ensure that any cheque or postal order issued to Egoli Gas (Pty) Ltd is made payable to "Egoli Gas (Pty) Ltd – Registration Number 2006/009700/07", that the cheque is crossed, that the crossing clearly bears the words "Not Transferable", and that the words "or bearer" are deleted.

Egoli Gas will not be held responsible if cheques submitted by post are lost or stolen.

Electronic Payments:

Electronic Payments (EFT) may be made via ATM, Internet Banking, or by Debit Orders. You may set up payment via an ATM account or your own internet account using your personal bank instructions. Please use your Egoli Gas account number on your bill as the reference number. Our banking details are as follows:

Bank	First National Bank
Branch	Melville
Branch Code	256505
Account Number	62065503255

Please ensure that you use your **Egoli Gas Account number** as per statement as reference for your payment.

Pay locations:

You may make payment at any Pick 'n Pay or other locations displaying the EASYPAY sign. Please make your payment prior to the due date on the bill to allow time for it to reach Egoli Gas on or before the due date. You may make payments using cash, cheque, postal order (see NOTE above for cheque and postal order payments) or credit card. Not all pay locations will have credit card facilities. You must have your original Egoli Gas statement with you to make payment.

Pick 'n Pay (EasyPay)

Please make your cheque out to "Pick 'n Pay". They will issue you with a receipt. You must have your original Egoli Gas statement with you.

Payments by post: CHEQUES

Please see the NOTE at the top of this page.

Please attach the tear-off slip from your bill with your cheque to ensure that your account is credited. We can only credit your account on receipt of your cheque. Post-dated cheques will only be credited to your account when deposited by us. Please note that if a special arrangement has not been made and your account falls into arrears, interest will be charged. Please keep your returned cheque marked as paid as proof of payment.

Terminating Services:

Please contact Egoli Gas Customer Services (011) 356-5000 or cservice@egoligas.co.za to request the correct documentation to terminate or transfer your account. The completed documentation with the correct attached documentation must reach us **20 working days before** the termination or transfer, to be actioned.

Please refer to clause 6 of our Terms and Conditions. <http://www.egoligas.co.za/legal.html>

Change of Postal Address:

Please inform Egoli Gas in writing of changes of address details to ensure future communication reaches the intended recipient.

Terms and Conditions:

Please refer to the updated Egoli Gas Terms and Condition on <http://www.egoligas.co.za/legal.html>, kindly contact us if you cannot access this link.

Access

It is imperative that we gain access to our gas meters every month to ensure that we process correct billing. Please contact us if you do not have the reading schedule for your area