

We're now accepting credit card payments online via MyAccount for Texas billing accounts.

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## Important News

**Texas customers can now pay by credit card.**

Direct Energy Business is pleased to announce that we're now able to accept customer payments by credit card via [MyAccount](#). This is a solution that many customers have requested in the past and we're excited to pilot it with our Texas customers. While this option is initially limited to Texas billing accounts, we will monitor the success of the offer and evaluate our ability to offer this in other markets in the future.

We'll communicate to existing customers with accounts in Texas via email and provide the following information to help them navigate this new feature:

### ***Where can I make credit card payments?***

Log into [MyAccount](#). The option to pay with a credit card will automatically be available for any Texas account(s) when you click the 'Pay Invoices' button and go to the 'Payment Information' page. You can add your credit card information and it will be saved for future use, along with any bank account information you've already entered.

### ***I don't see that option on my payment information screen...***

If you have your account(s) set to 'Auto Payment,' you will not see the option to enter a credit card number/pay by credit card. You must remove the account(s) from auto pay in order to add a credit card payment source and select it as your payment method. At this time, an account cannot be set up for auto pay using a credit card as the payment source.

### ***Are there any payment limits with credit cards?***

Credit cards can be used to make a one-time full/partial payment per invoice up to \$5,000. If your amount due exceeds this, you may pay up to \$5,000 with a credit card, then select a bank account to remit the remainder of the amount due.

We hope that this new payment option helps to drive long-term customer satisfaction and enhances our ability to better serve your customers. If you have any questions, please feel free to reach out to your Direct Energy Business Account Executive.

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