

Setting Up Your Direct Debit

Last Modified on 12/23/2025 9:19 am EST

Direct debit is the easiest way to pay for your energy-it's automatic, reliable, and means you'll never miss a payment. Setting it up with Good Egg Energy is simple.

Why choose direct debit:

- **Convenient:** Payments are taken automatically, so you don't have to remember due dates
- **Protected:** Direct debits come with the Direct Debit Guarantee, protecting you against errors
- **Flexible:** Choose your payment date to match your payday or budget
- **No fees:** There's no extra cost to pay by direct debit

Two payment options:

1. Monthly variable direct debit We calculate your bill each month based on your actual usage, and the payment is taken shortly after. Your payment amount varies depending on how much energy you've used that month.

2. Monthly fixed direct debit We calculate an average monthly amount based on your estimated annual usage, and you pay the same amount each month. This helps with budgeting by spreading costs evenly throughout the year. We'll review the amount periodically to make sure it's still right for you.

Setting up direct debit:

- During sign-up, just enter your bank details when prompted
- If you're already a customer, log into your online account, go to "Payment Settings," and select "Set Up Direct Debit"
- Follow the prompts to enter your bank account details and choose your payment date

Choosing your payment date: You can typically choose any date between the 1st and 28th of the month. Pick a date that works well with your income-many customers choose a few days after payday.

Changing your direct debit: Need to update your payment date or bank details? Just log into your account and head to payment settings. Changes usually take effect from your next billing period.

Your money is protected: All direct debits are covered by the Direct Debit Guarantee, which means if we ever take a payment in error, you're entitled to an immediate refund from your bank.

Have questions about direct debit? Our team is here to help you get set up and make sure everything runs smoothly!
