

# My Account Portal: Customer User Guide

## For Petroleum/Mechanical Services Customers

# My Account Customer Portal

As an Energo customer, your My Account Customer Portal allows you to:

- Make a Payment
- Sign Up for Automatic Payments
- View Open and Paid Invoices
- Request Changes to Your Account
- Request a Delivery
- Request Service
- View Delivery History (date, fuel type, gallons, and price)
- View Service History
- Download Consumption Reports

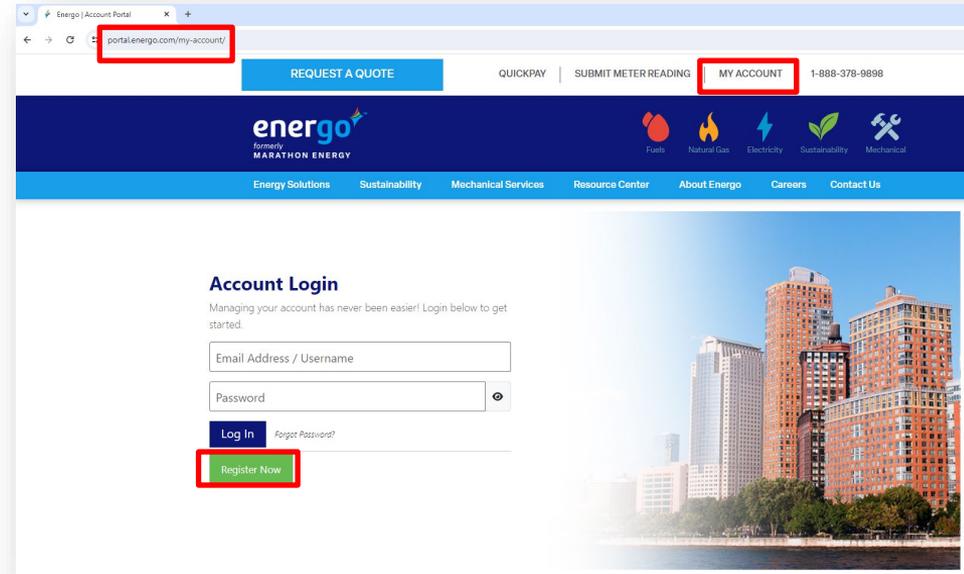
*NOTE: Images within this guide are from a sample account and do not represent actual customer data/prices.*

# Getting Started

To access the portal, visit [www.portal.energo.com/my-account/](http://www.portal.energo.com/my-account/) or [www.energo.com](http://www.energo.com) and click “My Account” at the top.

**New Users** will need to register their account via the “**Register Now**” button.

- To register, you will need your account number and your billing zip code located on your invoice.
- Please allow up to two (2) business days to process your request.
- Once we have completed your request, you will receive a notification and a temporary password via email.



# Welcome to the Portal!

The My Account Customer Portal consists of the following pages:

1. Summary
2. Make a Payment
3. Delivery
4. Service
5. Transactions
6. Documents
7. Settings
8. Support

The screenshot displays the 'Account Summary' page. At the top, there is a navigation bar with links: Summary, Make a Payment, Delivery, Service, Transactions, Documents, Support, and Logout. The main content is divided into several sections:

- Account Summary:** Shows a Total Balance of \$2,537.42 (As of: 02/28/2024) and a Last Payment of \$6,714.58 (Paid on: 01/16/24). Buttons for 'Make A Payment' and 'View Payment History' are present.
- Open Invoices:** A table with columns: POSTING DATE, DUE DATE, DOC ID, TYPE, AMOUNT. One invoice is listed: 02/12/2024, 03/13/2024, 24567, Delivery, \$5,837.52. A 'Pay Invoice' button is next to it.
- Account Options:** Three buttons: 'Automatic Payment Request', 'Paperless Billing Request', and 'Enroll Into Texting'.
- Account Details (Right Sidebar):** A dark blue sidebar with a 'Account Details' header. Below it are fields for 'Account #:', 'Customer:', 'Billing Address:', and 'Phone #:'. A red arrow points to the 'Account Details' header. At the bottom of this sidebar is an 'Update My Information' button.
- Recent Activity (Bottom Right):** A section titled 'Recent Activity' showing 'Last Payment' on 01/16/24 for \$6,714.58, with a 'View Payment History >' button.

**NOTE:** Your Account Details will be featured on the right side of every page for your convenience.

If you have multiple accounts, there will be a dropdown option within this section to toggle between different accounts/service addresses.

# 1. Summary

The Summary page shows your account balance, open invoices and recent activity.

You can also make a payment, view payment history, request automatic payments, request paperless billing and enroll into texting from this page.

**NOTE:** When you request Automatic Payments and/or Paperless Billing, a signed authorization form might be required for security and compliance purposes and to ensure changes are not made to your account without your consent.

Summary | Make a Payment | Delivery | Service | Transactions | Documents | Support | Logout

## Account Summary

**Total Balance**

**\$2,537.42**

As of: 02/28/2024

[Make A Payment](#)

**Last Payment**

**\$6,714.58**

Paid on: 01/16/24

[View Payment History](#)

**Open Invoices**

POSTING DATE	DUE DATE	DOC ID	TYPE	AMOUNT	
02/12/2024	03/13/2024	24567	Delivery	\$5,837.52	<a href="#">Pay Invoice</a>

**Account Options**

[Automatic Payment Request](#) | [Paperless Billing Request](#) | [Enroll Into Texting](#)

portal.energo.com says

Are you sure you want to request automatic payment?

[OK](#) [Cancel](#)

portal.energo.com says

Are you sure you want to request paperless billing?

[OK](#) [Cancel](#)

**Account Details**

Account #:

Customer:

Billing Address:

Phone #:

[Update My Information](#)

**Recent Activity**

**Last Payment**

01/16/24 | \$6,714.58

[View Payment History >](#)

# 2. Make a Payment

On the Make a Payment page, you can make a single payment, set up future payments and even set up recurring payments.

You can also securely store your payment method to simplify future payments.

Summary **Make a Payment** Delivery Service Transactions Documents Support Logout

## Pay Online

**Account Balance** **\$5,843.27**  
As of: 02/23/2024

To make a payment on your account, choose an option below.

**Use Stored Payment Method**

**Amount**  
\$ ###.##

**Type of Payment**

- Make a single payment today
- Set up a future payment
- Set up recurring payments

**Payment Method**  
Select a payment method

**Continue Payment**

**Make a One-Time Credit Card Payment**  
Use a credit card without storing it to your account for a single payment.

**Account Details**

**Account #:**

**Customer:**

**Billing Address:**

**Phone #:**

**Update My Information**

**Recent Activity**

**Last Payment**  
02/06/24 | \$10,713.32

**View Payment History >**

# 3. Delivery

The Delivery page will list your fuel delivery locations.

Select a specific location to request a fuel delivery, view your delivery history or request automatic delivery for that location.

Your delivery history/fuel consumption reports **can be exported as a PDF.**

Summary Make a Payment **Delivery** Service Transactions Documents Support Logout

## Delivery Locations

Below is a list of your delivery locations. To view more details about that location, request a delivery, or to view your delivery history, click "Select Location".

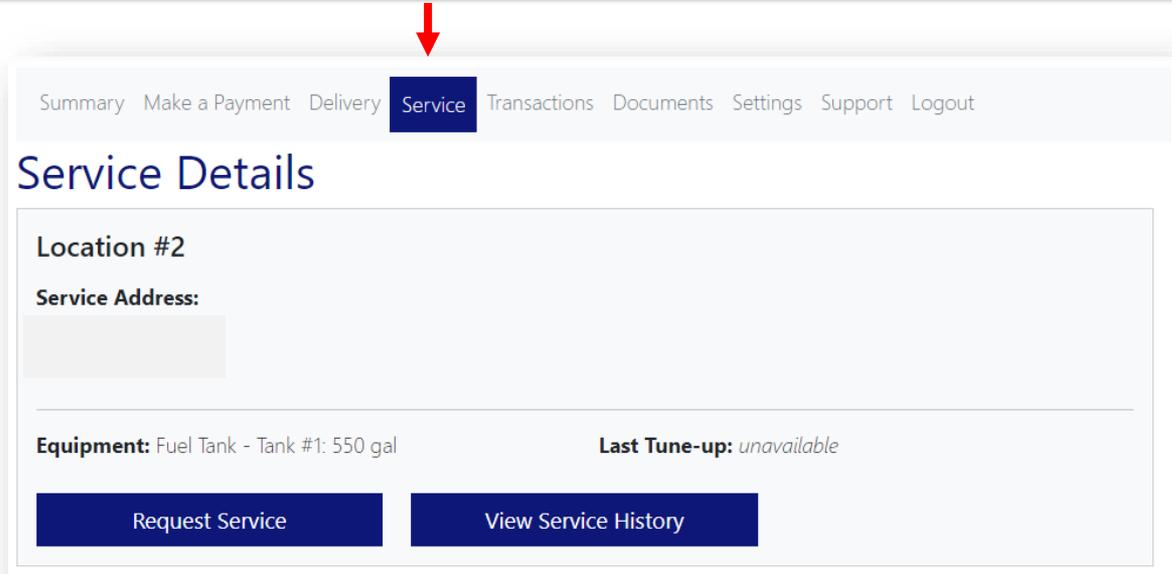
Location #	Location ID:	Delivery Address	Product(s)	
2	81627		#2 Oil 6% Bio	<a href="#">Select Location</a>

**Product:** #2 Oil 6% Bio **Last Delivery Date:** *unavailable*  
**Tank Capacity:** 3000 Gallons **Last Delivery Amount:** *unavailable*  
**Delivery Type:** Will Call **Estimated Supply:** 2834.62 Gallons  
**Delivery Price:**

[Request Delivery](#) [View Delivery History](#) [Request Automatic Delivery](#)

# 4. Service

After selecting the appropriate location, you can request service or view your service history on the Service page.



Summary Make a Payment Delivery **Service** Transactions Documents Settings Support Logout

## Service Details

Location #2

Service Address:

Equipment: Fuel Tank - Tank #1: 550 gal Last Tune-up: *unavailable*

Request Service View Service History

# 5. Transactions & 6. Documents

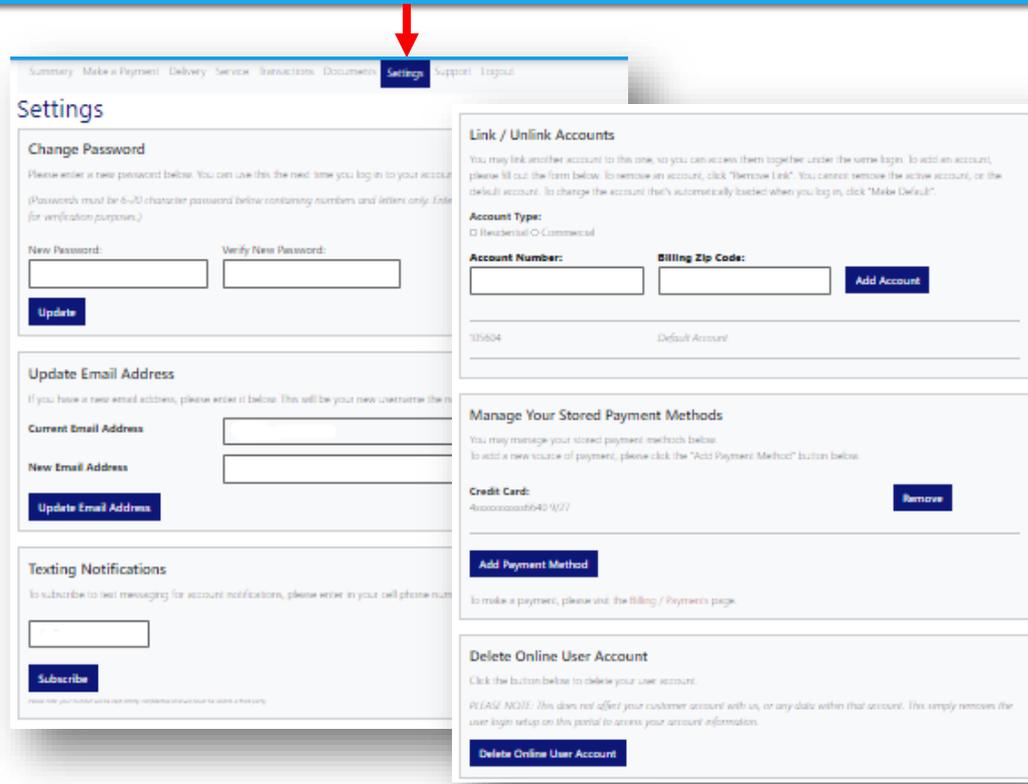
The Transactions page shows your payment history.

The Documents page shows documents that are available to download such as invoices.

# 7. Settings

On the Settings page, you can change your password, update your email address, subscribe to texting, and manage your stored payment methods.

You can also link/unlink other petroleum/mechanical services accounts on this page to access everything under the same login.



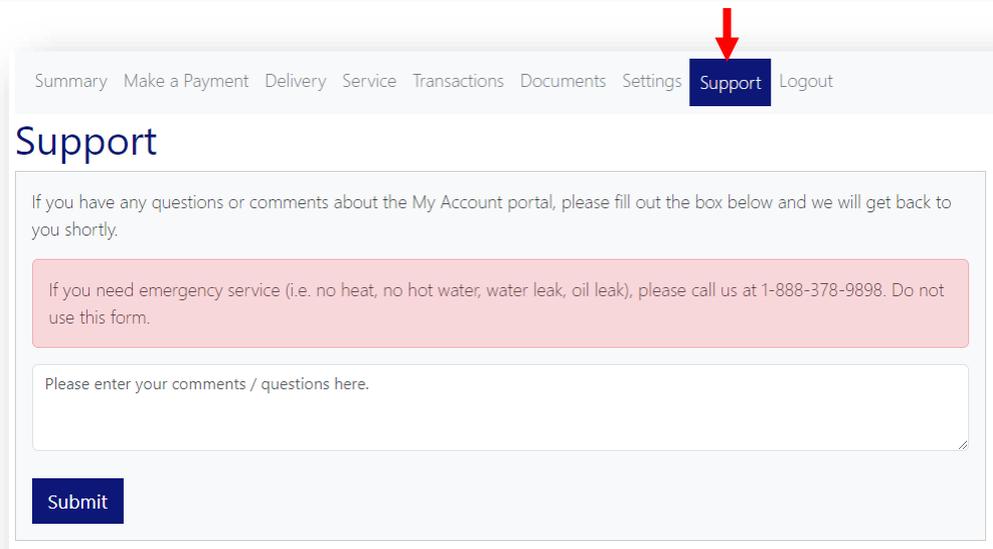
The screenshot shows the 'Settings' page of the Energo website. A red arrow points to the 'Settings' tab in the top navigation bar. The page is divided into several sections:

- Change Password:** Includes fields for 'New Password' and 'Verify New Password', with an 'Update' button below.
- Update Email Address:** Includes fields for 'Current Email Address' and 'New Email Address', with an 'Update Email Address' button below.
- Texting Notifications:** Includes a text input field and a 'Subscribe' button.
- Link / Unlink Accounts:** Includes a section for 'Account Type' (Residential/Commercial), 'Account Number', and 'Billing Zip Code', with an 'Add Account' button. Below this, it shows '125604' as the 'Default Account'.
- Manage Your Stored Payment Methods:** Includes a section for 'Credit Card' with a 'Remove' button and an 'Add Payment Method' button.
- Delete Online User Account:** Includes a 'Delete Online User Account' button.

# 8. Support

If you have any questions or comments about the portal, you can submit them via the Support page.

This page is not to be used for emergency requests. If you need emergency service, call 888-378-9898.



Summary Make a Payment Delivery Service Transactions Documents Settings **Support** Logout

## Support

If you have any questions or comments about the My Account portal, please fill out the box below and we will get back to you shortly.

If you need emergency service (i.e. no heat, no hot water, water leak, oil leak), please call us at 1-888-378-9898. Do not use this form.

Please enter your comments / questions here.

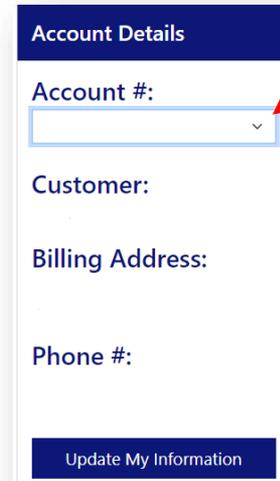
Submit

# Frequently Asked Questions

## 1. Can I access all my accounts in the portal?

Yes, you can add and link all your petroleum/mechanical services accounts together so you can access them under the same login.

Once you've added/linked your accounts, use the dropdown option within the account details section to toggle between different accounts/service addresses.



The screenshot shows a form titled "Account Details" with a dark blue header. Below the header, there are four labeled input fields: "Account #:", "Customer:", "Billing Address:", and "Phone #:". The "Account #" field is a dropdown menu with a small downward arrow icon on the right side. A red arrow points to this dropdown menu. At the bottom of the form is a dark blue button with the text "Update My Information" in white.

# Frequently Asked Questions

## 2. Where can I sign up to receive text alerts in the portal?

You can sign up to receive text alerts by clicking “Enroll in Texting” on the Summary page. You can also sign up on the Settings page.

Scroll down to “Texting Notifications”, enter your cell number in the field provided, and click “Subscribe”. You can opt-out at anytime by texting STOP to toll free 855-885-2202.

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- Account Options:** Three buttons: Automatic Payment Request, Paperless Billing Request, and Enroll Into Texting (highlighted with a red box).
- Account Details:** Account #, Customer, Billing Address, and Phone # fields.
- Recent Activity:** Last Payment of 01/16/24 for \$6,714.58.

The screenshot shows the 'Texting Notifications' page. It contains the following elements:

- Texting Notifications:** A heading for the section.
- Text:** "To subscribe to text messaging for account notifications, please enter in your cell phone number below."
- Form:** A text input field containing the number "(555) 123-4567".
- Button:** A blue "Subscribe" button.
- Footnote:** "Please note, your number will be kept strictly confidential and will never be sold to a third party."

# Frequently Asked Questions

## 3. Do I have access to fuel consumption reports?

Yes, you can access and download fuel consumption data via the Delivery page. Simply select the appropriate location, then view that location's delivery history. Your delivery history can be exported as a PDF via the link at the bottom of the page.

## 4. What if I need access to delivery history/fuel consumption reports beyond what I see in the portal?

Customers can view up to 3 years of delivery history in the portal. If you need more than 3 years of data, please send a request to [customerservice@energo.com](mailto:customerservice@energo.com).

# Frequently Asked Questions

## 5. Can I turn off paperless billing?

Yes, the paperless billing featured can be disabled at any time upon request. You can submit your request on the Support page.

## 6. What if I forget my password?

If you forget your password, click Forgot Password on the Account login page. Enter the email address associated with your account. We will send you an email with a temporary password.

If you know your password but would like to change it, you can do that on the Settings page within the portal.

# Frequently Asked Questions

## 7. How do I make changes to my account?

If you need to make any changes to the address or phone number associated with your account, you can submit those changes by clicking “Update My Information” within the Account Details section on the right side of the screen.

If you need to update your password, email address or security question associated with your account, you can do so on the Settings page.

## 8. Who do I contact if I need emergency service?

If you need emergency service, our team of experts operate 7 days a week, 365 days a year. For emergency service call 888-378-9898.

# Thank You

If you ever have any questions or need any assistance accessing or navigating the My Account Customer Portal, you can email [customerservice@energo.com](mailto:customerservice@energo.com), chat online at [energo.com](https://www.energo.com), or call 888.378.9898.

You can also submit your questions or comments via the Support page within the portal.