energo™

Energo's Customer Portal User Guide

As an Energo customer, you have access to our Customer Portal where you can:

- Make a payment
- Sign up for AutoPay
- View billing history
- View payment history
- View usage
- Edit contact information (ie: email, phone, address)

Getting Started

To request access to Energo's Customer Portal, visit https://myaccount.energo.com/ or visit www.energo.com and click "My Account" at the top.

- New Customers will need to Request Access to the Customer Portal by "registering a new account"

- Existing Customers can log in using the username/password provided

- If you're registering a **new account**, you'll need your account number which can be located **at the top of your invoice** *(the first 8 digits before the dash). NOTE: If you are a new Energo customer and have not yet received your first invoice, you can use your Utility issued account number within the "Account Number" field.*

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Customer:	Sample Customer
Account Number:	12345678-123-1
Invoice Number:	7654321
Invoice Date:	May 10, 2021

Summary

- Once you successfully register your account, a notification will be sent to Energo's team to process your request. **Please allow up to 2 business days for your request to be processed.**

- You will receive an email when Energo's team has completed your registration process. You'll also receive your user name, a temporary password and a direct link to the Portal login page. *Be sure to save the Portal login page as a "favorite" to easily access in the future.*

- For security purposes, you will be prompted to **update your temporary password** after logging in.

  NOTE:
  - Passwords must be a minimum of 8 characters and include 3 out of the 4 character types: lowercase letters, uppercase letters, numbers, or symbols
  - Once you update your temporary password, Energo will no longer have access to it. Ensure your updated password is securely documented.

Welcome to Your Customer Portal

Before you dive in, we'd like to quickly point out the six (6) main navigation icons at the top of every page:

1. Home
2. Pay Now
3. Billing History
4. Previous Payments
5. Usage
6. Your Name/Account Number (with drop down)

NOTE: You can return to the Portal's main home page at any time by clicking the "home" icon within the main navigation menu. *Clicking the Energo logo will take you back to Energo's main website – leaving the portal.*
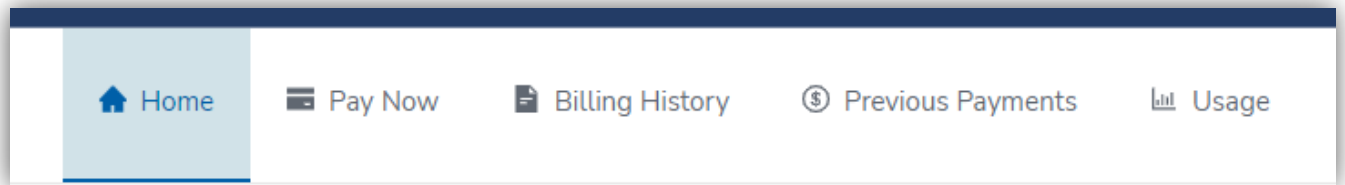
Home Page

The Home page will show an overview of your Energo account including your:

- Most recent bill and due date
- Most recent payment and date received
- Account information (contact information, payment information, billing preferences)
- Utility contact information
- Service information (service address, contract date)
- Usage within the last 12 months *(if applicable)*

Here's a tip! Most of the tiles on the home page conveniently take you to other pages within the portal:

- Pay your bill from the Home Page by clicking "Pay Now"
- Setup AutoPay from the Home Page by clicking "Set Up AutoPay"
- Edit your account information from the Home Page by clicking "Edit" within the Account Information tile
- Export your usage data from the Home Page within the Trends tile

Pay Now

The Pay Now page is where you can make a one-time payment or set up AutoPay – a feature that automatically applies the full amount due on the due date each month - giving you one less thing to worry about! *Once you set up AutoPay, you can revise your payment method and even remove the AutoPay feature at any time.*

Billing History

The Billing History page shows your past invoices. The invoices can be exported to an Excel or CSV file for reporting purposes.

Previous Payments

The Previous Payments page shows all of your previous payments – including the date the payment was paid, amount, method of payment and payment status. Your Previous Payments can be exported to an Excel or CSV file for reporting purposes.

Usage

The Usage page shows a breakdown of your usage (and corresponding costs) within the last 12 months. This data can be exported to an Excel or CSV file for reporting purposes.

Your Name/Account Number (with drop down)

The last main navigation item to review is the item showing your Name and Account Number – with a drop down option.
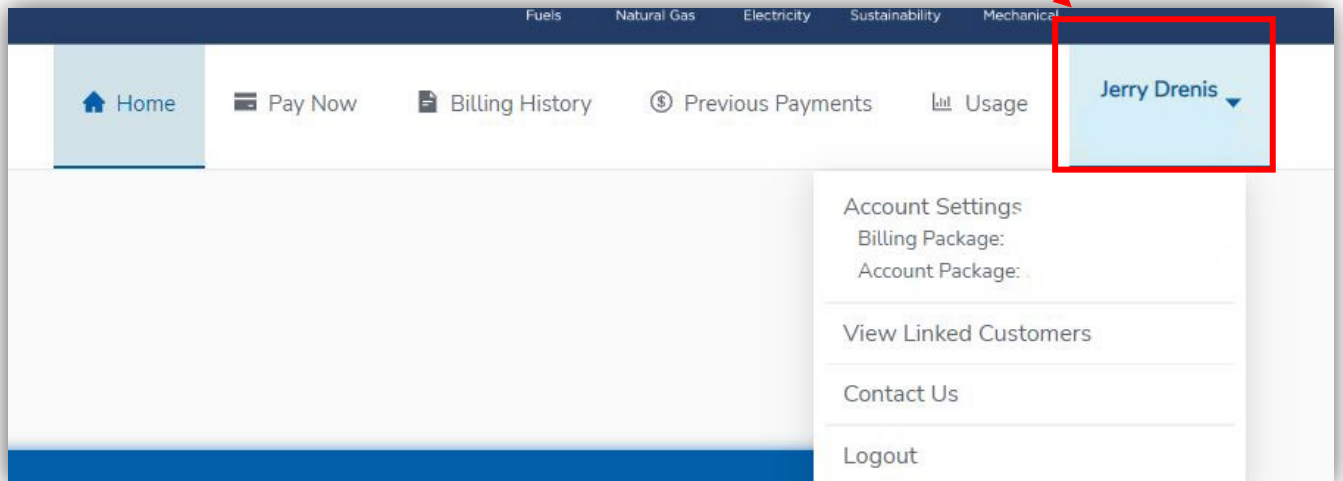
The drop down option provides you access to the following:

- Account settings (also accessed via the Home page within the Account Information tile)
- View other "linked" customers associated with your account. *If applicable, this option is helpful if you need to pull usage for another account.*
- Contact Energo's Customer Service Team
- Logout of the Portal

Frequently Asked Questions

Who has access to the Portal?

The portal is available for dual bill gas/electric (NON-POR) customers. POR customers are billed by the Utility and therefore their account will only show the supply portion of their bill. Heating Oil customers have access to a separate account.

What if my account number is less than 8 characters?

If your account number is 7 characters or less, you're an Energo Heating Oil Customer. Thankfully our system knows – and will automatically guide you to that appropriate login page.

Can I see all of my Energo accounts in the Portal?

Yes, once you have requested for all your (gas/electric) accounts to be registered, you can view them all from the Customer Portal. Hover over your "customer name" within the main navigation menu (on the top/right side of screen) and the drop down option will show an option to "View Linked Customers."

What if I need access to usage data beyond the 12 months I see in the Portal?

If you need more than 12 months usage data, please send a request to **customerservice@energo.com**.

What if I forgot my user name/password?

If you forgot your login ID, click the "forgot my login ID" on the login page and enter the email address associated with your Customer Portal account. We will send you an email with your Login ID.

If you forgot your password, click the "forgot my password, on the login page and enter your 8-digit account number and email address associated with your login ID and we'll email you a temporary password. For security purposes, you will be prompted to update your temporary password after logging in.

Passwords must be a minimum of 8 characters and include 3 out of the 4 character types: lowercase letters, uppercase letters, numbers, or symbols.

Why do I have to enter my login information twice?

If you accessed the customer portal via Energo's main website (www.energo.com), then you'll likely be prompted to enter your login information twice. To avoid this, use the direct link to the Portal login page that you received with your New Customer Portal Registration email. You can "favorite" or bookmark the page to quickly access in the future!

If you have any other questions or need any assistance while navigating your customer portal, email **customerservice@energo.com** or call 888.378.9898.