

What is My Account?

My Account is a safe and secure way to access and manage your accounts and pay your bills online. It's fast, free and easy! It's just one more innovative service designed to make your services more flexible and convenient.

REGISTERING

What is required to sign up for the first time?

A valid email address and access to the Internet are required to sign up for My Account. You also need to have your most current paper bill. You will be asked to enter your billing name (exactly as it appears on your bill), your account number, the amount due and the Security Code from your current bill. Continue to follow the instructions to complete your enrollment.

How much does it cost to register and use My Account?

It's FREE! The convenience of viewing and paying your bills online with My Account is an option that we offer our customers at no additional charge.

How secure is my information on My Account?

Your online security is a high priority for us. That is why we are committed to safeguarding your personal information online to keep it secure and confidential. In conjunction with our partners, we provide you with a high degree of security by utilizing the latest security techniques and methodologies. For more information, please refer to our security policy located at the bottom of any My Account page.

PAYMENTS

How will I be notified when my bill is available for viewing and payment online?

Once you are a registered user, you will receive an e-mail notification that your new bill is available for viewing and payment. If you do not receive an e-mail notification soon after registering, check to make certain your e-mail spam blocker has not filtered our notification.

Can I view and pay multiple accounts with one My Account username?

Yes, if you have several active accounts with us, you may associate those accounts with the first account that you signed up on My Account. Simply go to the Account Summary page and click on the "Add Account" button at the top right of the screen. Then enter the required account information and click the "Add Account" button. If you would like assistance on associating your accounts, call Customer Service and we will be happy to assist you.

Will I continue to receive my paper bill in the mail?

Yes. However, after you have made three successful online payments using My Account, you will be given the option to stop receiving printed bills in the mail. To change the status of receiving a printed bill at any time, click the "Mail Printed Bill Status" option on the Manage Accounts menu, and you will be taken to a page that tells if you are/are not receiving a printed bill. Click the appropriate button if you would like to change your printed bill status. Remember, you will always receive an email notification for when your bill is ready.

If I have a late notice on my account, can I still make online payments?

Yes, but if the payment is made after the due date you should contact Customer Service to make sure that your service is not interrupted.

If I am making a payment dated today, can I cancel it after I have clicked on the "Add Payment" button?

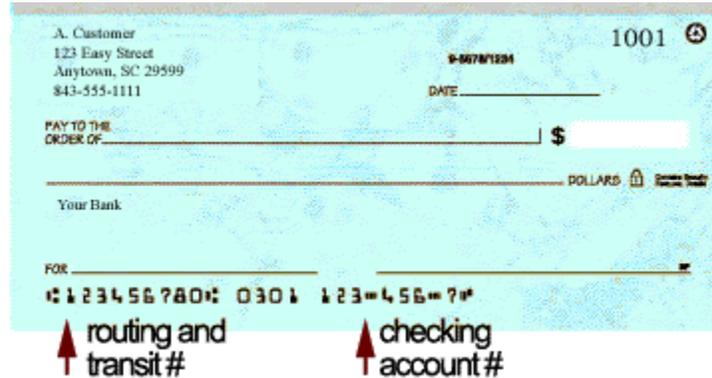
No. Once you click the "Add Payment" button, the transaction cannot be canceled online.

When will my account reflect my payment?

Your account will reflect your payment on the next business day after you schedule a payment date.

When setting up my payment method, where can I find my bank's routing transit number and my checking account number?

The routing transit number can be found in the lower left hand side of your check. The checking account number is to the right of the routing number (see illustration below).



Can I use my credit card to pay my bill online?

Yes. We offer the ability to pay your bill online by credit or debit card using either a valid Mastercard or Visa.

Can I schedule my payment?

Yes. From the "Payments" tab on the Account Details page, highlight "Make Payment", then click on the "Schedule a Payment" option and select the appropriate options to schedule your payment for a later date. You have 3 choices for setting up a scheduled/recurring payment: You can set up a payment that is 1)Recurring on the Due Date 2)Recurring on a Specific Date or 3)a One Time Scheduled Payment. To schedule your payment, you must have a valid Bank Account established on My Account.

Will I receive confirmation of my payment?

Yes. After you submit a payment, a screen containing a transaction number will appear; it is recommended that you print a copy of this confirmation screen for your records. However, our My Account application will provide you with a six month online payment history so you can view your transactions made since your enrollment date. You will also receive an email notification of your payment.

TROUBLESHOOTING

I cannot access Account from the link on your website, what am I doing wrong?

Check your browser to make sure that your computer is 128 bit encrypted. This type encryption is needed to ensure we have the highest security possible to protect your account information. Please contact your Internet Provider to upgrade your browser.

I am having problems getting registered. What should I do?

Please verify the following details.

- Customer Id - this is the username that you use to login to My Account; it must be unique and easy to remember.
- Name as it appears on the bill - must be EXACTLY as it appears on the bill. On most bills the second name appears first (i.e. Doe, A John). You must include all commas, other punctuation, capitalization and spacing.

- Account Number - please make sure the account number is digits only. Do not include any slashes or spaces. (i.e. 014-393-5234-4 becomes 014439352344)
- Amount on current bill - you must enter this as a number including the decimal value. Do Not include the \$ sign. (\$43.24 becomes 43.24). If you are still having problems try entering the amount on the previous months bill instead.
- Security Code on current bill - You will find the below the due date of your bill.

What should I do if I can't view my bill?

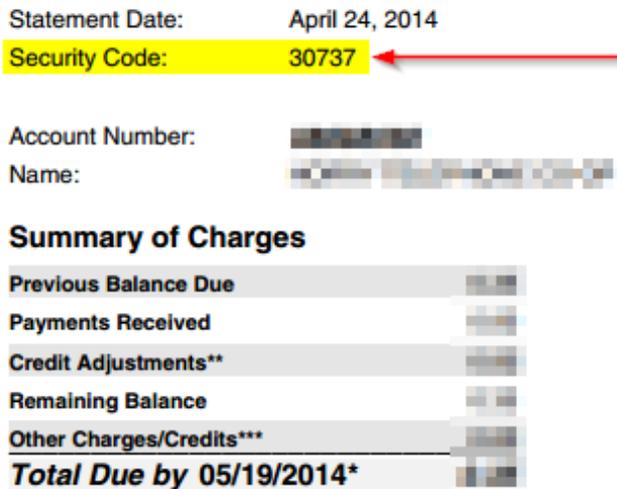
If after you first sign up you can not view your current bill, try closing all internet browsers (including this one) and reopening one. Log back into the system and try again. If the problem persists, please call Customer Service.

What if I forgot my password?

Click the "Recover Lost Password" link on the My Account login page. Enter your email address and click "Retrieve Password." Your password will be emailed to you. Once you login, you can change your password at any time.

Where can I find my Security Code?

The Security Code is located on your bill below the statement date of your bill (see illustration below).



How do I find my Security Code if I do not have a copy of my paper bill?

If your paper bill is not available, please contact Customer Service Monday through Friday, 8:00 AM until 5:00 PM. To protect your Security Code from unauthorized use, we are unable to provide this information via email. We apologize for any inconvenience this may cause.