

Website Competitive Analysis

Based on JD Power 2010 Utility Residential Customer Satisfaction Survey

CenterPoint Energy

www.centerpointenergy.com

Introduction:

The **JD Power 2010 Gas Utility Customer Satisfaction Study** ranked utilities on a variety of customer satisfaction criteria. In the South Large Segment, 7 gas utilities were compared. In the Midwest Large Segment, 17 gas utilities were compared.

The following document provides a competitive analysis of the websites of the top 8 of these 24 companies. Specifically, this document focuses on the areas of online account use and creation, and billing and payment functionality and information.

Top 8 Companies Analyzed: PSNC Energy, Texas Gas Service, Oklahoma Natural Gas, Alagasco, MidAmerican Energy, Xcel Energy, Vectren and Atmos Energy.

PSNC ENERGY

JDP South #1

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
Area is called "online account" or "online account access." Not capitalized or branded as a product.	Login box on home page and top of every page. Registration page asks for account number only on first screen – before you see or are asked any other info.	For BA: with PSNC online account for free, or MyCheckFree (no fee given). For CC, with PSNC online account for free IF YOU GO PAPELESS, or BillMatrix (fee is \$3.50 per transaction).	With account – eDraft page says bank account only, but payment options page says you can set up CC autopay for free if you enroll in paperless billing.	Yes – referred to as "Paperless" billing. Incentives to go paperless include free CC payments through PSNC online account. Customer is sent email when bill is ready to be viewed online. Customer can elect to get email reminder day bill is due.	Called "Budget Billing." Bill estimated for 12 months and spread over 12 months. Budget Billing web page says sign up by phone, but on online account page it says you can sign up there.	Services include *View current/past bills *Analyze usage *Sign up for payment reminders *Add spouse to account *Update bank info *Update contact info and billing address

Prominent Login box on home page, and link to register for account.

Account Sign In

[Forgot username or password?](#)

[Register for an online account](#)

Compare natural gas vs. other heat sources >>
Enjoy the comfort of tankless water heat >>

- ▶ residential services
- ▶ builder/developer services
- ▶ small to medium business
- ▶ large volume business
- ▶ save energy and money
- ▶ my community

Links to account/payment pages.

- ▶ pay your bill
- ▶ view your bill
- ▶ sign up for service
- ▶ register online account
- ▶ analyze your gas usage

Welcome to PSNC Energy

PSNC Energy brings the comfort and convenience of natural gas to your home, business and community. We focus our resources on delivering clean, efficient natural gas to you in the safest, most reliable way possible. We make our services convenient for you – with online resources you can access anytime. We thank you for your business and look forward to serving you.

Is Natural Gas available in your area?

[Just ask...](#)



Tell Me About

appliance repair plans



Get fast, reliable service with [PSNC Energy's repair plans](#).

natural gas logs



Learn about the warmth and comfort of [natural gas logs](#).

in-home energy audits



We come to you to help [improve energy efficiency](#).

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- ▶ using psncenergy.com

▶ SCANA Corporation

Registration

Step 1 of 2

"Steps" shows where you are in registration process.

Create a username and password in two steps:

1. Provide account number
2. Create username & password

*Required field

Where can I find my PSNC Energy account number?

You'll find your 13-digit account number on the top of your PSNC Energy bill.

If you are unable to locate your account number, call our 24-hour Customer Service at **1-877-776-2427** for assistance. Due to our privacy policy, we do not send account numbers via e-mail.

Trying to sign up for service?

Visit [Set Up Service](#) for a list of everything you will need.

If they don't have account, gives link to set up service

Provide Account Number

To create a username and password, you must be a customer.

* PSNC Energy Account #:

cancel next >

Asks for account number first to ensure user is a customer.

Account Sign In

Username
Password [sign in](#)
[Forgot username or password?](#)
[Register for an online account](#)

Same account sign-in box on every page.

My Online Account

What do you want to do with your PSNC Energy account today?

My Online Account

- [Pay my bill](#)
- [View my statement](#)
- [Sign up](#)
- [Paperless Billing](#)

What you can do with an Online Account:

Interested in an online account? [Sign up now](#) or read further to learn about the many benefits.

Payment options

- View your statement any time. Just sign in above, and there it is. No envelope to open. No bill to get lost.
- Pay your bill online anytime. Use [eDraft](#) to have the bill amount automatically drafted from your bank account the same time every month. To make one-time payments, use [ePay](#) to choose the specific day or pay immediately with a [credit/debit card](#). (With [ePay](#), you can pay along-the-way in more manageable amounts until your bill is due. eDraft and ePay are free. Credit/debit card payments are free when you go paperless.)
- Afraid you'll forget to look at your bill? No problem. Sign up for paperless billing, and we'll notify you via e-mail each month when your new bill is available. (You can even request that we send you an e-mail reminder the business day before your bill is due.)
- With an online account, you can use our [Energy Analyzer](#) (residential accounts only) to get an in-depth look at your monthly energy usage. Learn how temperature changes impact your bill, too.
- Try out our [Bill Estimator](#). It's an easy way to get an idea of what to expect before your next bill arrives by looking at the way you use energy.
- Go paperless and receive an e-mail when your bill is available for viewing online (and skip the paper bill). Pay it online using eDraft (no checks to write or envelopes to buy).

An online account is the easiest way to pay your PSNC Energy bills, and access the many tools available to help you manage your energy usage.

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Account Sign In

Username

Password [sign in](#)

[Forgot username or password?](#)

[Register for an online account](#)

Same account sign-in box on every page.

Billing & Payments

Remember, with any of our online payment options you can eliminate your paper statement by choosing to go paperless. It's easy, it's free, and it's good for the environment.

[Go Paperless](#)

Make equal payments with [Budget Billing](#)

Payment Options

PSNC Energy makes it easy for you to pay YOUR way. Just choose the payment option that best meets your needs:

[pay online now](#)

Billing Tools

- [Bill Calculator](#)
- [Explain My Bill](#)
- [Third Party Notifications](#)

Payment Options	Bank Account	Credit/Debit Card	Paper Check	Money Order	Cash
Web	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Mail			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
In Person			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Web Payments

Bank Accounts

- PSNC Energy Online:** Use your checking or savings account to make secure [one-time payments \(ePay\)](#) with no commitments or set up [automatic monthly payments \(eDraft\)](#) and forget about it. The choice is yours and it is free!
- MyCheckFree®:** MyCheckFree is a provider of online billing and payment services. Each month you'll receive an e-mail from MyCheckFree with instructions on how to view and pay your bill. Visit the [MyCheckFree website](#) to get started.

Credit/Debit Cards

- PSNC Energy Online:** Make [one-time credit card payments](#) or set up [automatic monthly payments](#) for free when you go paperless. Available to Residential Accounts only.
- BillMatrix:** PSNC Energy's phone payment provider, can also take your payments at their website. Use your Visa, MasterCard, Discover, Electronic Check, PayPal™, or ATM Debit Card. (BillMatrix assesses a \$3.50 fee for this service.) Visit [BillMatrix](#) to make a payment.



Info separated by account type (bank vs CC)

Link to web pages with more info.

External link

Link to account login page

External link

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SCANA Corporation

Other Options

Pay by Mail

Account Sign In

[Forgot username or password?](#)

[Register for an online account](#)

ePay

With ePay, you get the flexibility to pay your PSNC Energy bill online **any time** prior to its due date.

When you sign up for ePay, you provide us with the bank account from which you want to pay your bill. View your bill online any time. When you want to pay your bill (any time before the due date), you simply select Pay Online, confirm the amount to be paid and click Submit Payment. We withdraw the funds to pay your bill using the account information you provided.

ePay is like eDraft, only you decide every month when you want to pay your bill rather than having it paid automatically the same day every month. ePay also enables you to make **partial payments** prior to your bill's due date. That way, if you find yourself with a higher than normal bill, you can pay along-the-way in more manageable amounts until your bill is due.

You can sign up for ePay using your online account. You can [sign up for an online PSNC Energy account](#) at any time.

If you ever decide to change the account from which your payment is withdrawn, simply sign in to your account and make your changes.

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Account Sign In

Username

Password [sign in](#)

[Forgot username or password?](#)

[Register for an online account](#)

eDraft

With eDraft, you can pay your PSNC Energy bill **automatically** the **same day** every month. Just select the date and provide us with your bank account information. On the specified day each month, we will draft your designated bank account.

It's easy, and it takes the worry out of remembering to pay your bill every month. Plus, it helps with budgeting because you know when to expect the funds for your payment to be withdrawn from your account.

You can sign up for eDraft using your online account. If you don't have an online account, [sign up now](#).

If you ever decide to change the bank account from which your payment is withdrawn or the date that it occurs, simply sign in to your account and make your changes.

Billing & Payments

- Update eDraft & Bank Info

eDraft Account

Your account is currently enrolled in eDraft. Your checking or savings account will automatically be drafted each month.

- [Terminate eDraft](#)
- [eDraft Help](#)
- [Disclosure Statement](#)

Primary	Available Bank Account(s)	
<input checked="" type="radio"/>	CHECKING 7 (*****1234)	update
add bank account		

Your Primary bank account is the default account that will be used each time a payment is drafted.

eDraft Date

Current Draft Date: 3rd of the month

[change](#)

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Password [sign in](#)

Forgot username or password?

[Register for an online account](#)

Paperless Billing

Say Goodbye to Paper Bills

[sign up](#)

Eliminate your energy bills – at least on paper – by signing up for paperless billing with PSNC Energy. It's easy, free and makes life just a little easier. It also reduces your consumption of paper, which is good for the environment!

Here's how it works:

With paperless billing from PSNC Energy, we send you an e-mail and let you know when you can view your current bill online. You simply sign in to your account online, view your bill electronically and then choose how to pay it. (We offer a number of options, including our convenient [ePay](#) and [eDraft](#) options, which enable you to pay your bill online. Click on the links provided or see below for more details.)

Concerned you'll forget to pay your bill if you don't have a paper copy in front of you? Don't worry. We'll even send you an e-mail reminder the day your bill is due. If you ever do want a paper bill, it's easy to print out a copy from your computer. You'll also always have access to up to 24 months of past bills, as well as to payment history.

Plus, your online account – including your bill – is always secure. Only you can access it using your username and password.

Here are just some of the benefits of paperless billing:

- There's no waiting for your bill to arrive by mail.
- There's no envelope to open – or to discard.
- You don't have to worry about putting your bill in a safe place until you're ready to pay it – and then panicking when you can't find it.

Add to that the benefits of online bill paying – no checks to write, no stamps to stick, no envelopes to address – and you can see just how convenient going paperless can be!

[sign up](#)

Existing ePay and eDraft Customers

If you already have online account access and are enrolled in one of our electronic payment options (ePay or eDraft), just select "e-mail" as your billing preference.

Customers Not Signed Up for Electronic Payment Options

If you're not already signed up for online account access, first sign up for online account access by clicking on the "New User" link in the Sign In box you'll see at the top of your screen. Follow the prompts for registering your account online.

If you have online account access or just signed up for it, go to "Payment Options", and choose one of our electronic payment options: [eDraft](#), [ePay](#), or [credit/debit card](#).

- **eDraft.** With eDraft, you can pay your bill the **same day** every month. Just select the date and provide us with your bank account information. On the specified day each month, we will draft your designated bank account.
- **ePay.** With ePay, you get the flexibility to pay your bill online **any time** prior to its due date. Just provide us with the bank account from which you want to pay your bill. View your bill online any time. When you want to pay it (any time before the due date) you simply select Make a Payment and then click on ePay. We withdraw the funds to pay the bill using the account information provided.
- **Credit/Debit Card.** Make immediate one-time payments or set up automatic monthly payments for free when you go paperless.

Then choose "e-mail" as your billing preference. It's that easy.

Start enjoying the convenience of paperless billing today. Save time, eliminate some of the hassles in your life and do something good for the environment by reducing your consumption of paper.

[sign up](#)

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Account Sign In

[Forgot username or password?](#)

[Register for an online account](#)

Budget Billing

Sign up for Budget Billing and avoid fluctuations in your PSNC Energy bill. We'll estimate your bills for the next 12 months and spread that amount into 12 equal payments, which will be your monthly Budget Billing payment.

For each of the next 12 months, your bill will show your actual usage, your total amount due, and your special Budget Billing amount.

We regularly check your account to prevent large balances from adding up. Usually, your monthly Budget Billing amount will not change during the year. However, an adjustment to your account may be necessary under certain circumstances, including if:

- Your billing rate changes.
- You add or eliminate equipment resulting in dramatic increases or reductions in your natural gas usage.
- Your natural gas usage changes significantly due to weather abnormalities.

After 12 months, we'll recalculate your bill based on your actual usage.

If the total amount you paid during the 12-month period is less than your actual billing amount (you owe us), then you can either pay the difference in full or have the difference added to your recalculated amount for the next 12 months.

If the total amount you paid is more than your actual billing amount (we owe you), then we'll apply that amount to your recalculated amount for the next 12 months.

To sign up for Budget Billing, call our Customer Service Center at **1-877-776-2427**.

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Account Sign In

Username

Password

[Forgot username or password?](#)

[Register for an online account](#)



Customer Service Center

Welcome to the PSNC Energy Customer Service Center, where we're always at your service. We operate 24 hours a day, seven days a week. If you don't find what you're looking for here, send us an [e-mail](#) or call us toll-free at **1-877-776-2427**. We're ready to assist you any way we can.

How Can We Help

- [Report an emergency or gas leak](#)
- [Find a payment location](#)
- [Assistance programs](#)
- [Rate plans](#)
- [Read my meter](#)

What you can do with an online account:



Online Account: Fast, Free & Easy

[Registering for an online account](#) is the easiest way to manage your PSNC Energy service, and to access the many tools PSNC Energy offers to help you manage your energy usage.

Pay Your Bill

- [One-Time payment](#)
- [Automatic monthly payment](#)
- [Use a credit card](#)
- [Pay in person](#)

Your Bill

- [View your current bill](#)
- [View past bills](#)
- [Analyze usage](#)
- [Sign up for payment reminders](#)
- [Start using Budget Billing](#)

Update Account

- [Change e-mail address](#)
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Password [sign in](#)

[Forgot username or password?](#)

[Register for an online account](#)

Residential Rate Plans

Providing you with outstanding natural gas service is our number one priority.

Our current rates are shown below, as well as information on tariffs, riders and miscellaneous fees.

If you need additional help, [e-mail](#) or call us at **1-877-776-2427**.

Rate 101 - Residential Service (a)

PSNC Energy customers use natural gas for a variety of purposes in their homes because of its reliability and efficiency. Rate 101 is our residential service rate plan, and it has a winter energy charge and a summer energy charge.

This service is available for residential customers who own or rent a home, condominium, mobile home or apartment.

Facilities charge	\$10.00 per month
Winter Energy charge (November 1 - April 30)	\$1.05026 per therm
Summer Energy charge (May 1 - October 31)	\$0.99531 per therm

2 rate plans for residential customers

Rate 102 - High Efficiency Residential Service (a)

This discounted rate is available to a residential customer who qualifies for service on Rate 101 and whose home meets the U.S. Department of Energy and U.S Environmental Protection Agency's ENERGY STAR® for Homes qualification standards, or equivalent. Qualifying customers pay \$.05 per therm less than under otherwise applicable Rate 101.

Upon receiving documentation that a home qualifies, PSNC Energy will assign the customer's account to Rate Schedule 102.

For homes that use equivalent means to qualify, a registered professional engineer's statement must be provided that states that the home uses no more energy, on a per square foot basis, than an ENERGY STAR home qualified under current ENERGY STAR for Homes guidelines.

Facilities charge	\$10.00 per month
Winter Energy charge (November 1 - April 30)	\$1.00026 per therm
Summer Energy charge (May 1 - October 31)	\$0.94531 per therm

How do I qualify?

To qualify, your home must be ENERGY STAR qualified, or meet equivalent requirements. **Please note, PSNC Energy does not rate or qualify homes for energy efficiency.**

1. Check with these ENERGY STAR builders and qualifiers to obtain qualification:
[ENERGY STAR Builders](#)
[ENERGY STAR Qualifiers](#)
2. Once you obtain an ENERGY STAR certificate or equivalent documentation from a builder or qualifier, you can mail, fax or e-mail to:

Builder/Commercial Group
PSNC Energy
PO Box 1398
Gastonia, NC 28053-1398
Fax: **704-810-3118**
E-mail: PSNCBuilderGroup@scana.com

Should you have questions regarding the discount rate, please contact us toll-free at **1-877-776-2427**.

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(Second half of Residential Rate Plan page)

Rate 115 - Unmetered Lighting Service (a)

Rate 115 is available for customer-owned, unmetered, gas lighting service. All gas delivered is for use exclusively in permanently installed gas lighting devices, including gas lanterns, connected to PSNC Energy's distribution system. Monthly consumption for billing under this rate schedule is determined based upon the manufacturer's BTU rating for each gas lighting device (see [Tariff for Rate Schedule 115](#) for billing formula). One facilities charge is billed per account. If you add an unmetered gas light at premises currently receiving service, there is no additional facilities charge.

Facilities charge	\$10.00 per month
Winter Energy charge (November 1 - April 30)	\$1.05004 per therm
Summer Energy charge (May 1 - October 31)	\$0.99509 per therm

Tariffs and Riders

-  [101 Rate Schedule](#) (PDF, 10KB)
-  [102 Rate Schedule](#) (PDF, 10KB)
-  [115 Rate Schedule](#) (PDF, 6KB)
-  [C Customer Usage Tracker](#) (16KB)
-  [D Gas Adjustment](#) (16KB)
-  [Rules & Regulations](#) (55KB)

Returned Checks and Bank Drafts

\$25.00

Reconnection - Non-Payment (b)

Residential - regular hours	\$65.00
After 5 p.m., weekends, holidays	\$95.00
Non-residential - regular hours	\$95.00
After 5 p.m., weekends, holidays	\$125.00

Footnotes:

- (a) [State excise tax](#) applies to all natural gas deliveries.
- (b) All reconnections that exceed one hour shall be billed the indicated rates per hour.



PSNC Energy is proud to partner with ENERGY STAR to promote energy efficient products and practices that save money and protect our environment.

PSNC Energy's Appliance Rebate Program has been approved by the North Carolina Utilities Commission and may be subject to change or modification at any time.

TEXAS GAS SERVICE

JDP South #2

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
Whenever they have the login box, it's branded as "myAccount" with design treatment of lowercase "my" in blue, and "Account" in black. However they don't ever refer to this as a product or service within copy (you never see "my account" in copy).	Account login info is on the top of home page. Also a link to Register just to the right of the login area. To register you need your account number, zip code and last name OR business name (so residential and business customers use same form.)	Use ChoicePay for any online payments with eCheck, CC or debit card. Fee is \$1.50 per transaction.	Called Automatic Bank Draft - With account on their site – checking or savings only.	Yes – referred to as "Paperless Billing." You will get an email when your bill is available for online viewing – email has link to website to view bill.	Called "ABC plan" It is based on your previous billing history, but doesn't specify how long, or say how often your plan is reviewed or revised. Doesn't say how to sign up (maybe online in your account?)	There are a lot of navigation elements showing what you can do, but they all link to the account log-in page (when you are not logged in). Not sure if they are direct links if you are logged in, or if you can perform all actions in account (like sign up for ABC plan)

my Account Sign In

Prominent Account login area, or button to register.

Username:

Password:

LOG IN

Not a registered user?

REGISTER TODAY!

Forgot your username or password? [Retrieve it here.](#)

Pay My Bill My Account

Customer Care

Save Energy & Money

Safety

About Us

Search

FIND



Automatic Bank Draft

Save yourself the worry and postage and sign up to have your bill amount deducted automatically every month from your checking or savings account.

[Find out more.](#)

Paperless Billing

Community Investment

Customer Rate Notices

Texas Gas Service periodically posts customer notices and documents related to rate requests and other regulatory filings. Recent postings include:

- Public Notice -- El Paso Service Area
- [Review these customer notices and related filing documents.](#)

There are lots of links to account and payment info right on the home page.

Account Options

- Register
- Payment Options
- Account History
- Manage User Account

Service Options

- Stop Service
- Start Service
- Transfer Service
- Waiver of Liability

Billing and Payment

- ABC Plan
- Automatic Bank Draft
- Paperless Billing
- Project Care

Conservation

- Conservation Program
- Energy Saving Tips
- Natural Gas Vehicles
- Tax Credits & Rebates

811 Call 811 before you dig.

Service: 1-800-700-2443

E-mail Customer Service

To report a natural gas leak or emergency, please call 1-800-959-LEAK (5325).

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

Not a registered user?

REGISTER TODAY!

Pay My Bill

My Account

Customer Care

Save Energy & Money

Safety

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HOME > MY ACCOUNT

Register

Print

Username:

azelenak

Password:

••••••

Confirm Password:

••••••

Email:

annezelenak@yahoo.com

Confirm Email:

annezelenak@yahoo.com

Secret Question:

What street did you grow up on?

Secret Answer:

Glacier

Yes, Texas Gas Service may send me information and promotions via email.

Add Billing Account

Last Name/Business Name:

Zip Code of Service Address:

Account Number:

ADD ADDITIONAL BILLING ACCOUNT

REGISTER

Need account info to register for an account.



Please enter the last name or business name on the billing account.

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

Not a registered user?

REGISTER TODAY!

Pay My Bill

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PAY MY BILL

- Online Payment
- Automatic Bank Draft
- Find A Pay Station
- Pay By Phone
- Payment Arrangements

You get to this page by clicking on the Pay My Bill tab at the top. NOTE, All the sub-navigation links take you to a page within the My Account section.

HOME > PAY MY BILL

Pay My Bill

Print



Online Payment

Pay online with your VISA, Mastercard, Discover credit cards. You may also use the Star or Pulse debit cards or an electronic check.



Automatic Bank Draft

This plan makes it easy for you to pay your bill each month. Arrange to have the amount of your gas bill deducted from your checking or savings account.



Payment Locations

Pay in person at any one of our convenient local pay stations. These vendors may require a small service fee.



Pay By Phone

Make a payment over the phone with a credit card or e-check by using our Interactive Voice Response System at 1-800-700-2443.

Payment Arrangements



Account Options

- Register



Service Options

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Billing and Payment

- ABC Plan



Conservation

- Conservation Program

811 Call 811 before you dig

Service: 1-800-700-2443

Username: Password:

LOG IN

Not a registered user?

REGISTER TODAY!

Forgot your username or password? [Retrieve it here.](#)

Search

PAYMENT OPTIONS

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- Automatic Bank Draft
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- Payment Locations
- Report A Pay Station Payment
- Pay By Phone

You get to this page by clicking on the My Account tab at the top, then Payment Options. NOTE, it's different than the page you get if you click the Pay My Bill tab (see previous screen.)

HOME > MY ACCOUNT > PAYMENT OPTIONS

Payment Options

Print

Texas Gas Service offers residential and commercial customers a selection of programs and services ranging from innovative payment plans to automatic bill payment.



Online Payment

Pay online with your VISA, Mastercard, Discover credit cards. You may also use the Star or Pulse debit cards or an electronic check.



Automatic Bank Draft

This plan makes it easy for you to pay your bill each month. Arrange to have the amount of your gas bill deducted from your checking or savings account.



ABC Plan

Make budgeting your energy expenses easy by enrolling in our average monthly payment plan.



Payment Locations

Pay in person at any one of our convenient local pay stations. These vendors may require a small service fee.



Report A Pay Station Payment

Use this page to report a payment made at one of our authorized pay locations.



Pay By Phone

Make a payment over the phone with a credit card or e-check by using our Interactive Voice Response System at 1-800-700-2443.

Account Options

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- Natural Gas Vehicles
- Tax Credits & Rebates

811 Call 811 before

Service: 1-800

E-mail Custom

To report a natural gas emergency, call 1-800-959-LEAK (1)

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

Not a reg

REGISTER

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HOME > MY ACCOUNT > PAYMENT OPTIONS > ONLINE PAYMENT

Online Payment

Print

You can conveniently make an online payment 24 hours a day, seven days a week through ChoicePay using an electronic check, debit card or credit card.

Have additional questions about Online Payments?

Note, the text says you have to pay through ChoicePay, yet they have their login box on this screen. This would probably be confusing to customers, especially if they don't read the sentence.

When you click it shows content on this same page. (See next screen)

my Account Sign In

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)



Account Options

→ Register



Service Options

→ Stop Service



Billing and Payment

→ ABC Plan



Conservation

→ Conservation Program

811 Call Center

Service

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

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- Pay By Phone

HOME > MY ACCOUNT > PAYMENT OPTIONS > ONLINE PAYMENT

Online Payment

Print

You can conveniently make an online payment 24 hours a day, seven days a week through ChoicePay using an **electronic check, debit card or credit card.**

Close [X]

Frequently Asked Questions

What options are available for paying my bill online?

You may pay online using your checking or savings account or your debit or credit card.

What fees exist for paying online?

ChoicePay charges a **\$1.50 convenience fee** to process all online payments. Texas Gas Service does not charge, collect or receive any portion of this fee.

What is ChoicePay?

ChoicePay is our authorized payment processing agent that provides our customers with the ability to pay their bill online using a credit or debit card. After enrolling in ChoicePay through its website, you may pay your bill there or through our automated voice service line at 1-800-664-5463.

How long does it take for my payment to post through ChoicePay?

Payment will post the evening of the next business day.

Pay through ChoicePay website or by phone - so why have Texas Gas online account login on this page??

my Account Sign In

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)



Account Options



Service Options



Billing and Payment



Conservation

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

Not a registered user?

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- Pay By Phone

HOME > MY ACCOUNT > PAYMENT OPTIONS > AUTOMATIC BANK DRAFT

Automatic Bank Draft



Forget the hassle of remembering when your bill is due. Save yourself the worry and postage and **sign up here** to pay your bill each month through an automatic checking or savings account withdrawal.

 [Have additional questions about Automatic Bank Draft?](#)

my Account Sign In

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

When you click it shows content on this same page. (See next screen)

If you haven't signed up yet, it doesn't give you an easy link to register for an account (other than top right of page).



Account Options

→ Register



Service Options

→ Stop Service



Billing and Payment

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811 Call 811 before you dig

Service: 1-800-700-24

Username: Password:

Forgot your username or password? [Retrieve it here.](#)

PAYMENT OPTIONS

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- Pay By Phone

HOME > MY ACCOUNT > PAYMENT OPTIONS > AUTOMATIC BANK DRAFT

Automatic Bank Draft

Forget the hassle of remembering when your bill is due. Save yourself the worry and postage and sign up here to pay your bill each month through an automatic checking or savings account withdrawal.

Frequently Asked Questions

Can I set up my payments to be automatically deducted from my checking or savings account?

Yes, by enrolling in our Automatic Bank Draft Program, we can arrange with your bank to have your billing amount deducted directly from your checking or savings account on the due date.

What is the benefit of Automatic Bank Draft?

This hassle-free method of payment means one less check to write and one less stamp to buy. You have the convenience of automatically paying your bill with little effort on your part each month.

Will I still be able to see what my bill amount is beforehand?

Yes, you will still receive a detailed copy of your charges each month in advance of the date the amount is to be withdrawn. Remember to deduct that amount from your account balance.

After I enroll, how long before the plan takes effect?

Your current bill amount will not be drafted from your bank account. The plan will be effective on the date indicated on your next bill statement.

What are the qualifications to enroll?

You must have a U.S. checking or savings account at a U.S. bank, meet our predetermined credit standards and your account must be current.

What if there are insufficient funds in my account?

We reserve the right to take payment in full when funds become available. A return charge will be assessed for each return. After the second return, your account may be removed from the plan and payment of the full statement will be due immediately.

Username: Password:

Forgot your username or password? [Retrieve it here.](#)

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811 Call 811 by

- Service: 1-
- E-mail Cus
- To report a ne or emergency 1-800-959-LEA

BILLING & ACCOUNT OPTIONS

- ABC Plan
- Paperless Billing
- Project Care

HOME > MY ACCOUNT > BILLING & ACCOUNT OPTIONS > PAPERLESS BILLING

Paperless Billing

View and print your monthly billing statement online. After enrolling in our Paperless Billing Program, you will no longer receive a paper statement. Each month when your billing statement is ready for online viewing, you will receive an e-mail notification.

Frequently Asked Questions

What can I expect by opting for paperless billing?

You can view and print your monthly statement online. We will notify you via e-mail each month when your statement is ready for viewing. Please note, once you have enrolled in this program, you will no longer receive a mailed statement.

What is the difference in a paperless bill and a printed bill I receive in the mail?

The only difference is you no longer have the hassle of dealing with a paper bill and worrying about it being lost in the mail. A paperless bill requires fewer resources and creates less waste. It also helps us all be green!

What can I expect after enrolling in paperless billing?

You will begin receiving your bill in your e-mail inbox. A link in the message takes you directly to our Web site where you can log on, review your statement and even pay your bill directly.

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811 Call 811 before you dig.
Service: 1-800-700-2443
E-mail Customer Service

To report a natural gas leak or emergency, please call 1-800-959-LEAK (5325).

Username:

Password:

LOG IN

Not a regist

REGISTER T

Forgot your username or password? [Retrieve it here.](#)

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BILLING & ACCOUNT OPTIONS

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- Paperless Billing
- Project Care

HOME > MY ACCOUNT > BILLING & ACCOUNT OPTIONS > ABC PLAN

ABC Plan

Print

The ABC plan allows customers to pay the same amount every month by averaging annual consumption. Typically, your gas bill is higher in the winter and lower in the summer. This plan allows you to pay the same amount each month for natural gas service.

Close [X]

Frequently Asked Questions

What is the ABC Plan?

Our average monthly payment plan designed so you pay the same amount each month for your energy expenses.

What is the benefit of enrolling in the ABC Plan?

You reduce the ups and downs in your monthly natural gas bill, which can fluctuate seasonally. The plan is designed to help you budget your energy expenses by paying less in than your actual bill in high use months and more than your actual bill in low use months.

How does it work?

The payment amount you are billed is based upon your previous billing history. Periodically, we review the plan and make adjustments if you are using more or less than your average. This insures you will never be billed more than you actually use in a year's time.

Once I enroll am I always committed to the plan?

No. You may leave the plan at any time, but you must pay any remaining balance upon termination. At the time of a review, if a credit balance exists it will be transferred to your account balance and may be refunded upon your request.

Does not say how to enroll in ABC plan - possibly through an online account?

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)



Account Options

→ Register



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→ Stop Service



Billing and Payment

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811 Call 811

Service



Username: Password:

Forgot your username or password? [Retrieve it here.](#)

Not a registered user?

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HOME > MY ACCOUNT

My Account

Separate section for My Account. Most of the info/links require login.

MyAccount offers you online access to your Texas Gas Service account. You can view available historical data, submit service requests, acquire a letter of credit, enroll in bill payment programs, pay your natural gas bill, and more. The information available online is based on the current status of your account.

Username: Password:

Forgot your username or password? [Retrieve it here.](#)

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811 Call 811 before you dig.

 Service: 1-800-700-2443

 E-mail Customer Service

To report a natural gas leak or emergency, please call 1-800-959-LEAK (5325).

Username: Password:

LOG IN

Not a registered user?

REGISTER TODAY!

Forgot your username or password? [Retrieve it here.](#)

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FIND

ACCOUNT HISTORY

- Bill History
- Payment History
- Current Statement
- Past Statements
- Credit Reference Letter

All links take you to the account login page.

HOME > MY ACCOUNT > ACCOUNT HISTORY

Account History

Print



Bill History

View your billing history, which includes the date, amount, days of service and consumption.



Payment History

View the past 12 months of your payment history.



Current Statement

View and print your current statement and amount due.



Past Statements

View and print past months' statements in an easy-to-read PDF format.



Credit Reference Letter

Request and receive a Credit Reference Letter of your account transactions.



Account Options

→ Register



Service Options

→ Stop Service



Billing and Payment

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811 Call 811 before you dig.

Service: 1-800-700-2443

Find Customer Service

Username:

Password:

LOG IN

Forgot your username or password? [Retrieve it here.](#)

Not a registered user?

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FIND

MANAGE USER ACCOUNT

- Manage Billing Accounts
- Password Change
- Secret Question and Answer

All links take you to the account login page.

HOME > MY ACCOUNT > MANAGE USER ACCOUNT

Manage User Account

Print



Manage Billing Accounts

Manage various accounts across all three distribution companies.



Password Change

Need to change your password? Update it here to access your account.



Secret Question and Answer

Create a secret question and answer for additional security.



Account Options

- Register



Service Options

- Stop Service



Billing and Payment

- ABC Plan



Conservation

- Conservation Program

811 Call 811 before you dig.

Service: 1-800-700-2443

OKLAHOMA NATURAL GAS

JDP South #3

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
<p>*OK Natural Gas and Texas Gas Service are both part of ONEOK: their websites have the same design treatment, and their account services portion looks and is called the same. HOWEVER there are differences in services offered.</p>	<p>Same as Texas Gas Service</p>	<p>BA: Use OKG account for free, or ChoicePay (fee is \$2.00 per transaction.) CC: use ChoicePay (fee is \$3.70 per transaction) Can also use e-check for one-time payment – free and you need online account.</p>	<p>Called Automatic Bank Draft With account – checking or savings only. Note, there is more FAQ text here than on the Texas site, and instructions on how to enroll online. Also says you will still get a paper bill each month so you know how much will be billed, and you can view statement online.</p>	<p>Yes – referred to as “Paperless Billing.” You will get an email when your bill is available for online viewing – email has link to website to view bill.</p>	<p>“Average Payment Plan,” based on 12-month rolling average of bill. They also have a “Voluntary Fixed Price Plan,” which can lock in a rate for a year – the rate is a per-unit rate, so monthly billing will still fluctuate.</p>	<p>Same as Texas Gas Service.</p>

Prominent Account login area, or button to register.

Username: Password:

LOG IN

Not a registered user?

REGISTER TODAY!

Forgot your username or password? [Retrieve it here.](#)



Natural Gas Prices Decline

Oklahoma Natural Gas Company customers may enjoy some of the lowest winter bills in recent years.

[Find out more.](#)

[Average Payment Plan](#)

[Paperless Billing](#)

[Understanding My Bill](#)

Lots of links to account and payment info on home page.

i The Oklahoma Natural Gas website will not be available from 10:00 p.m., Friday, November 13, through 10:30 a.m. Saturday, November 14.

Welcome to the Oklahoma Natural Gas Web site.

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- Share The Warmth

Business Links

- Forms
- Economic Development
- Natural Gas Suppliers
- Natural Gas Vehicles

811 Call 811 before you dig.
Service: 1-800-864-5463
E-mail Customer Service
To report a natural gas leak or emergency, please call 1-800-458-4251.

Username: Password:

LOG IN

Not a registered user?

REGISTER TODAY!

Forgot your username or password? [Retrieve it here.](#)

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HOME > MY ACCOUNT

Register

Print

Username:

Password:

Confirm Password:

Email:

Confirm Email:

Secret Question: ▼

Secret Answer:



Yes, Oklahoma Natural Gas may send me information and promotions via email.

Add Billing Account

Last Name/Business Name:

Zip Code of Service Address:

Account Number:

ADD ADDITIONAL BILLING ACCOUNT

REGISTER

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 Business Links

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 Service: 1-800-864-5463

 E-mail Customer Service

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PAY MY BILL

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- Payment Arrangements

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Pay My Bill

Print

[Frequently Asked Questions](#)

When you click it shows this content on the same screen.

Online Payment
Pay online with your VISA, MasterCard or Discover credit cards. You may also use the Star or Pulse debit cards or an electronic check.

Electronic Check
Electronic Check - To make a one-time payment using Electronic Check

Automatic Bank Draft
This plan makes it easy for you pay your bill each month. Arrange to have the amount of your gas bill deducted from your checking or savings account.

Average Payment Plan
Budget your energy costs by using our 12-month billing history average plan. This plan is available only to qualifying residential and commercial customers.

Payment Locations
Pay in person at any one of our convenient local pay stations.

Report A Pay Station Payment
Use this page to report a payment made at one of our authorized pay locations.

Pay By Phone
Make a payment over the phone with a credit card or e-check by using our Interactive Voice Response System at 1-800-664-5463.

Long-term Payment Plan
Need help budgeting your energy costs? Learn about options regarding long-term payment plans.

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Business Links

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811 Call 811 before you dig.

Service: 1-800-004-0400

E-mail Customer Service

To report a natural gas leak or emergency, please call 1-800-458-4251.

PAY MY BILL

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- Electronic Check
- Automatic Bank Draft
- Average Payment Plan
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- Report A Pay Station Payment
- Pay By Phone
- Payment Arrangements

HOME > PAY MY BILL

Pay My Bill

Can I pay my bill online?

Yes, to access the online bill payment options, log in to your Oklahoma Natural Gas Company account.

To make a payment free of charge select "Pay My Bill" and we will debit your checking or savings account. If this is your first online payment please be aware that the terms and conditions must be accepted.

If you prefer to pay with a debit or credit card, click on "Credit/Debit Card" and you will be taken to the ChoicePay site. ChoicePay manages our credit card and debit card bill payments.

ChoicePay charges a nominal fee for making payments online or by telephone. Oklahoma Natural Gas Company makes no profit from this fee.

Payment made by:

Checking or Savings Account on the Oklahoma Natural Gas Company website - No Charge

Checking or Savings Account through ChoicePay.com - \$2

Debit or Credit Card through ChoicePay.com - \$3.70 for each increment of \$1,500.

If you have any further questions please send us an e-mail or contact Choice Pay at 1-888-323-0629.

 **Online Payment**
Pay online with your VISA, MasterCard or Discover credit cards. You may also use the Star or Pulse debit cards or an electronic check.

 **Electronic Check**
Electronic Check - To make a one-time payment using Electronic Check

 **Automatic Bank Draft**
This plan makes it easy for you pay your bill each month. Arrange to have the amount of your gas bill deducted from your checking or savings account.

 **Average Payment Plan**
Budget your energy costs by using our 12-month billing history average plan. This plan is available only to qualifying residential and commercial customers.

 **Payment Locations**
Pay in person at any one of our convenient local pay stations.

 **Report A Pay Station Payment**
Use this page to report a payment made at one of our authorized pay locations.

 **Pay By Phone**
Make a payment over the phone with a credit card or e-check by using our Interactive Voice Response System at 1-800-664-5463.

 **Long-term Payment Plan**
Need help budgeting your energy costs? Learn about options regarding long-term payment plans.

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HOME > MY ACCOUNT > PAYMENT OPTIONS > ONLINE PAYMENT

Online Payment

Print

You may pay your Oklahoma Natural Gas bill online with an electronic check or your credit or debit card.

Close [X]

Additional information about online payments.

What options are available for paying my bill online?

You may pay online using your checking or savings account or your debit or credit card.

What fees exist for paying online?

There is no fee to pay using a checking or savings account. To pay by credit or debit card, you must enroll in ChoicePay, and a fee will apply.

What is ChoicePay?

ChoicePay is our authorized payment processing agent that provides our customers with the ability to pay their bill online using a credit or debit card. After enrolling in ChoicePay through its website, you may pay your bill there or through our automated voice service line at 1-800-664-5463.

How do I sign up for Choice Pay?

You can enroll online by clicking the 'Credit/Debit Card' button on your Account Summary page.

You can also enroll by telephone by dialing 1-888-323-0629 or from the Choice Pay website at <http://www.choicepay.com>.

Choice Pay allows you to make payments from your savings account, checking account or by credit or debit card.

Choice Pay charges a nominal fee for making payments online or by telephone. Oklahoma Natural Gas Company makes no profit from this fee.

Payment made by:

Checking or Savings Account - \$2.00

Debit or Credit Card - \$3.70 for each increment of \$1,500.00

If you have any further questions please send us an email or contact:

Choice Pay by phone at 1-888-323-0629.

Choice Pay is administered by Tulsa National Bank

How long should it take for a Choice Pay payment to post?

If you have received a cut-off notice you must contact Oklahoma Natural Gas Company at 1-800-664-5463 with your payment information as soon as possible.

Payments made before 3 p.m. on a regular business day will be credited to accounts the evening of the day of payment. For example, if a payment is made at 1 p.m. on Wednesday, the payment will post that evening.

Payments made on weekends, holidays or after 3 p.m. on normal business days (Monday through Friday) will be credited the evening of the following business day. For example, a payment made after 3 p.m. on Tuesday will post the following Wednesday evening. All payments made after 3 p.m. on Friday or anytime on Saturday or Sunday will post the following Monday evening.

If you have received a cut-off notice you must contact Oklahoma Natural Gas Company at 1-800-664-5463 with your payment information as soon as possible.

How long does it take for my payment to post through ChoicePay?

Payment will post the evening of the next business day.

What if I have a Cut-off Notice?

You should call the Oklahoma Natural Gas Customer Information Center at 1-800-664-5463 during business hours, which are Monday through Friday from 8 a.m. until 6 p.m.

my Account Sign In

Username:

Password:

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HOME > MY ACCOUNT > PAYMENT OPTIONS > AUTOMATIC BANK DRAFT

Automatic Bank Draft

Sign up here to pay your bill each month through an automatic checking or savings account withdrawal.

[Close \[X\]](#)

Frequently Asked Questions About Automatic Bank Draft

Can I set up my payments to be automatically deducted from my checking or savings account?

Yes, by enrolling in our Automatic Bank Draft Program, we can arrange with your bank to have your billing amount deducted directly from your checking or savings account on the due date.

What is the benefit of Automatic Bank Draft?

This hassle-free method of payment means one less check to write and one less stamp to buy. You have the convenience of automatically paying your bill with little effort on your part each month.

Will I still be able to see what my bill amount is beforehand?

Yes, you will still receive a detailed copy of your charges each month in advance of the date the amount is to be withdrawn. Remember to deduct that amount from your account balance.

After I enroll, how long before the plan takes effect?

Your current bill amount will not be drafted from your bank account. The plan will be effective on the date indicated on your next bill statement.

What are the qualifications to enroll?

You must have a U.S. checking or savings account at a U.S. bank, meet our predetermined credit standards and your account must be current.

What if there are insufficient funds in my account?

We reserve the right to take payment in full when funds become available. A return charge will be assessed for each return. After the second return, your account may be removed from the plan and payment of the full statement will be due immediately.

How do I enroll in Automatic Bank Draft?

Automatic Bank Draft is the easiest way to make your payment each month. We will deduct the amount of your monthly charges for natural gas service directly from your checking or savings account on the due date of your bill at no additional cost to you. You still receive a detailed copy of your bill each month. It should arrive about two (2) weeks before we draft your account. This way you know what the amount will be and you can contact us should you have questions. You may view your current statement on the Oklahoma Natural Gas Company website.

Online Enrollment:

Log in to My Account and complete the Automatic Bank Draft enrollment located under payment options. You will be prompted to accept the Terms of Use. Automatic Bank Draft will start approximately thirty (30) days after you sign up. You should continue paying your gas bill until the following message is printed at the top of your bill:

"You are on the Automatic Bank Draft Program. The amount due will be paid automatically on (due date of your bill). If you have any questions about this bill, please call (phone number) by (date)."

Cancel Enrollment:

There are two ways to remove your account from Automatic Bank Draft:

Send us an email requesting we remove your account from Automatic Bank Draft. Contact our information center a speak to a representative at 1-800-664-5463

There is no charge to use this program.

How can I change my bank information?

There are two ways to change your automatic bank draft information.

1. Call our Information Center at 1-800-664-5463 and speak to a representative.
2. Send us an e-mail with your new account information.

More thorough info than Texas Gas Services site.

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 - **Average Payment Plan**
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 - Report A Pay Station Payment
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 - Long-term Payment Plan

HOME > MY ACCOUNT > PAYMENT OPTIONS > AVERAGE PAYMENT PLAN

Average Payment Plan

You can reduce the fluctuations of your monthly gas bill and make budgeting your energy expenses easy by registering for Average Payment Plan, which is based on a 12-month rolling average of your natural gas bill.

Frequently Asked Questions About Average Payment Plan

What is Average Payment Plan?

The Average Payment Plan is a way to reduce the volatility of seasonal energy expenses by spreading out the cost throughout the year based on your residence's 12-month rolling bill average.

What is the benefit for enrolling in Average Payment Plan?

You reduce the ups and downs in your monthly natural gas bill, which can fluctuate seasonally. The plan is designed to help you budget your energy expenses by paying less than your actual bill in high use months and more than your actual bill in low use months.

Do I qualify?

Most residential and commercial accounts without a past due balance at the time of enrollment are eligible and all future bills must be paid on or before the due date.

Who is not eligible?

Customers with less than six months previous usage history at the address. Commercial customers must enroll during an enrollment period, which runs from April through July.

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811 Call 811 before you dig.
Service: 1-800-664-5463
E-mail Customer Service
To report a natural gas leak or emergency, please call 1-800-458-4251.

BILLING & ACCOUNT OPTIONS

- Paperless Billing
- Share The Warmth
- Voluntary Fixed Price Plan

Paperless Billing

Print

View and print your monthly billing statement online. After enrolling in our Paperless Billing Program, you will no longer receive a paper statement. Each month when your billing statement is ready for online viewing, you will receive an e-mail notification.

Frequently Asked Questions About Paperless Billing

What can I expect by optioning for paperless billing?

You can view and print your monthly statement online. We will notify you via e-mail each month when your statement is ready for viewing. **Please note, once you have enrolled in this program, you will no longer receive a mailed statement.**

What is the difference in a paperless bill and a printed bill I receive in the mail?

The only difference is you no longer have the hassle of dealing with a paper bill and worrying about it being lost in the mail. A paperless bill requires fewer resources and creates less waste. It also helps us all be green!

What can I expect after enrolling in paperless billing?

You will begin receiving your bill in your e-mail inbox. A link in the message takes you directly to our Web site where you can log on, review your statement and even pay your bill directly.

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811 Call 811 before you dig.

Service: 1-800-664-6463

E-mail Customer Service

To report a natural gas leak or emergency, please call 1-800-458-4251.

ALAGASCO

JDP South #4

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
Online account access is branded as "eService."	No login box on home page OR main page under My Account. Under My Account, you click on "Account Access (eService)" and still no login – need to click link that says Login to eServices. To register, the first page you see is all the terms. The next screen asks for your account number.	Yes, through "eBill" which is an Alagasco online account. You can pay with CC/debit card or BA. Note: this means you have to sign up for electronic billing and stop getting paper bill. You can also use what they call "ePayment" which is a service from Western Union. Fee is \$3.95 per transaction.	You can set up a recurring payment through eBill, or set up "Bank Draft." You have to make sure not to do both or you will be charged twice. Bank Draft is not necessarily an online service – you can enroll online or by phone, and still receive paper bill.	Yes with "eBill" as part of Alagasco online account. When you sign up, you no longer get paper bill, and can pay your bill online through eBill.	Yes with Average Monthly Billing. The website gives the full formula for how the budget is calculated. To enroll, you have to contact them to see if your account is eligible.	With eServices, you can view your usage and bill and payment history. It's hard to tell if it's connected or separate from eBill login. They appear to have different login interfaces and registration requirements.

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No account login box on home page, just a link in the bottom navigation area to eService.

I'm interested in

- Paying my bill
- Starting or changing my service
- Becoming an Alagasco vendor
- Learning about current rebates and offers

Efficient. Economical. Clean.
 We are your natural gas partner. Alagasco provides clean, energy efficient natural gas to approximately 440,000 homes, businesses and industries in central and north Alabama.

Call **1-800-292-4008** for Gas Leaks or Emergencies

Warm and Cozy
 Nothing heats your home like a [natural gas furnace](#)

Planting a tree? Building a fence?
 Call 811 before you dig.

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This links to info page.

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Faster drying times, fewer wrinkles and... up to a \$450 rebate

Natural Living Magazine Fall 2010
Tips for renovating and improving your existing home.

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eBill

Stop paper bills and start paying your gas bill online...

Each month we'll notify you via email when your bill is ready for viewing.

- Requires enrollment
- Free - no charge to use the service
- Eliminates your paper bill
- Residential customers can pay with Discover, Visa, MasterCard, debit cards or from a bank account
- Business customers can pay from a bank account
- Schedule automatic payments

Sign up today to receive, view, and pay your gas bill online. To enroll, all you need is your account number and amount due from your current paper bill and an email address.

[Frequently asked questions >>](#)

eBill and ePayment are combined in the navigation under Bill Payment. eBill is also listed under Payment Options.

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- + What methods of payment are accepted by eBill, and how do I set up a payment method?
- + How do I discontinue eBill?

More info is displayed on this page when you click the + sign (see next screen.)

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eBill

FAQs page with all answers displayed.

Click on the [+](#) below to see the answer to your question.

What is eBill?

eBill is a free service that enables you to receive, view, and pay your Alagasco bill online. So stop paper bills and start paying your gas bill from your computer. Each month we'll notify you via email when your new bill is ready for viewing and payment.

How do I enroll in eBill?

You will need an email address, your Alagasco account number and the amount due on your current paper bill. [Click here](#) to sign up for eBill.

If eBill does not accept the amount due from your current bill, and you have verified that it is the correct amount that you are entering, you may have a new bill that is en route by mail to your house. Please wait a few days for the new bill to arrive and then enroll using the amount from the new bill.

You have to know current bill amount to sign up!

Do I get a paper bill? How do I print or view my bill in eBill?

Our eBill service allows you to receive and pay your bill online at no charge. However, when you subscribe to eBill, you will no longer receive a paper bill.

To view your bill, [login to eBill](#). In the Inbox click on the underlined, blue line of text that contains your Amount and Due Date under the word "Description". Your bill will be displayed. At the top of the bill, click on the words Print Bill to print a copy of your bill.

To view and print your previous bills, click Previous Bills on the left. You will see a list of previous bills. Click on the bill you wish to print and follow the same instructions above for printing these bills.

Can I sign up for eBill even if I'm paying my bill with Bank Draft?

Yes. Bank Draft customers can enroll in eBill. The bank draft still occurs, so you do not have to set up a Payment Method in the Payments area of eBill.

* For eBill customers who have **both Bank Draft and a recurring payment through eBill**, the account will be debited twice. To avoid a double payment, eBill customers **should choose one payment method**: either Bank Draft or recurring payment through eBill. For questions, [Contact Us](#).

What methods of payment are accepted by eBill, and how do I set up a payment method?

We accept Visa, Master Card, Discover or a debit card, as well as payments directly from a checking or savings account.

The following are the steps to set up a payment method in eBill:

1. From your Inbox, click on Payments.
2. Select Payment Methods.
3. Choose Add a new bank account or Add a new credit card.
4. Click Go.
5. Fill in the requested information and click Add.

How do I discontinue eBill?

If you would like to discontinue eBill, [Contact Us](#) to send an email requesting that we discontinue your eBill service.

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Ebill Login

Please enter your User ID and password and click **Log in**.

If you do not have a User ID and password for Ebill, please [sign up](#).

User ID:

Password:

Log in

[Forgot your password?](#)

[Forgot your User ID?](#)

Note: eBill login screen looks different from eServices login. See eBill registration on next screen.

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Ebill Enrollment

Please enter your account number exactly as it appears on your bill statement, e.g. xxx-xxx-xxx
xxx-xxx-xxx
When finished, click the **Continue** button below to proceed.

Account Number:

Continue

Exit Signup

Only need account number here, but FAQs say you will also need your current bill amount (I assume that's asked for on next screens.)

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Make an electronic payment as often as you like with Western Union® Speedpay® and **still receive your paper bill...**

- No enrollment required
- Western Union® Speedpay® **charges a \$3.95 convenience fee per transaction**
- Available 24 hours a day, 365 days a year
- Discover, Visa, MasterCard, debit cards or electronic checks accepted
- Pay online or call **1-800-292-4008** to pay by phone

Pay your gas bill online when you want! All you need is your account number and zip code. Pay with Western Union® Speedpay® today.

[Frequently asked questions >>](#)

Can also make online payments with ePayment, which uses Western Union.

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ePayment FAQs page.

Click on the below to see the answer to your question.

What is ePayment?

An online payment service provided by Western Union® Speedpay® that enables you to make an electronic payment as often as you like and still receive your paper bill each month.

What forms of payment can I use through Western Union® Speedpay®? You can pay directly from your checking account, or with your **Visa, MasterCard, Discover or debit (ATM) card.**

Is there a charge and a minimum or maximum payment if I use Western Union® Speedpay® to pay my gas bill?

Western Union® Speedpay® charges a convenience **fee of \$3.95 per transaction.** Alagasco does not receive any portion of the convenience fee. The fee is paid directly to Western Union® Speedpay® for providing this service to our customers, and is in addition to your Alagasco payment.

The minimum payment is \$5. There is no maximum payment.

Will I get a receipt for my payment if I use Western Union® Speedpay®?

When you make a payment over the phone, you will receive a confirmation number at the end of your transaction. If you use Western Union® Speedpay® online, print the confirmation page for your records.

Are industrial, small commercial and large commercial customers eligible for Western Union® Speedpay®?

Yes, all customers can use this service.

Can I schedule future payments through Western Union® Speedpay®?

Yes, **you can schedule future one-time payments for up to 30 days from the current date.** The only payment method accepted for future payments is your checking account. Payments scheduled for a future date will be processed at the close of the business day on or after the scheduled payment date.

Postdated payments are not considered payment arrangements and will not stop collection efforts.

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Bank Draft

Looking for a way to make monthly bill payment more convenient?

Alagasco offers Bank Draft that allows you to pay your gas bill every month without the chore of writing a check and mailing your bill.

Bank Draft...

- ensures your Alagasco bill is paid on time
- is free to Alagasco's residential and small commercial customers

Here's how it works:

- Provide your bank routing number and checking or savings account number to enroll.
- Any past due amount will be deducted from your bank account after bank draft enrollment is complete.
- You will continue to receive a statement that shows your gas usage, the bill amount and when your payment will be deducted from your bank account.
- Contact Alagasco if you change financial institutions, have a question about a Bank Draft transaction or wish to discontinue Bank Draft.
- You can log in to eService to enroll or make changes through your online account. Already registered for eService? [Login here](#) Not registered? [Register now](#)

NOT tied to online billing:

Ready to enroll in Bank Draft? We make it easy to get started:

- On the Web: Enrollment is available through your online Alagasco account. Already registered for eService? [Login here](#) Not registered? [Register now](#)
- On the phone: Call 1-800-292-4008.

Looking for even more ways to manage your monthly gas payments?

Add the convenience of eBill* for more Alagasco services that are free for customers on Bank Draft.

* For eBill customers who have both bank draft and a recurring payment through ebill, the account will be debited twice. To avoid a double payment, eBill customers should choose one payment method: either bank draft or recurring payment through eBill.

For questions, [Contact Us](#).

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NOT connected to eBill data. Instead you have to log into eServices to see this?

Bank Draft FAQs

Bank Draft

Click on the below to see the answer to your question.

- How do I sign up for Bank Draft?**
Alagasco's Bank Draft is a free service that allows you to pay your gas bill every month without having to write a check and mail your payment.
Bank Draft enrollment is available through your online Alagasco account.
- How will I know how much my gas bill is if I use Bank Draft?**
You will continue to receive a statement that shows how much gas you have used, the amount of the bill and when your payment will be drafted from your bank account.
- If I already use the Bank Draft program, what happens if I pay my bill with eBill?**
For eBill customers who have both Bank Draft and a recurring payment through eBill, the account will be debited twice. To avoid a double payment, eBill customers should choose one payment method: either Bank Draft or recurring payment through eBill. For questions, [Contact Us](#).
- Why doesn't my Bank Draft payment show up on the payment history window of eBill?**
Only transactions that are paid with eBill show up on eBill's payment history window. So, if you enrolled in eBill to stop getting a paper bill and you're a bank draft customer, your payment history will not be seen on eBill's payment history.
You can see all payments through your online Alagasco account. Already registered for eService? [Login here](#) Not registered? [Register now](#)
- How do I discontinue Bank Draft?**
You can discontinue the Bank Draft at any time by phone or through your online Alagasco account. Or, [Contact Us](#) by email and let us know you want to discontinue Bank Draft. We will discontinue your bank draft and send you an email confirmation.

When you discontinue Bank Draft, it is important to manually pay your next bill and future bills because they will not automatically draft from your account. Other electronic options to pay your bill include [Western Union @ Speedpay®](#) and [eBill](#).

Previous screen says you can also call to enroll.

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Your Trusted Natural Gas Partner.



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Share Print

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Average Monthly Billing

Alagasco offers a service called Average Monthly Billing (AMB) that spreads your gas costs throughout the year. The amount you pay each month is based on a calculation of your last 12 months of consumption bills.

Here's how AMB works:

Gives LOTS of detail about how the amount is calculated.

- TOTAL the bill amounts from the previous 11 billing periods
- ADD the bill amount for the current billing period
- MULTIPLY BY the number of days in the current billing period
- DIVIDE BY the total of the number of days in the current billing period plus 330.*

*330 represents 30 days in each month for the previous 11 billing periods.

For example, the total for 11 billing periods (\$885.75) plus the current billing period (\$97.25) equals \$983.00. Multiply 983.00 by 29 days (number of days in current billing period) which equals 28507. Divide 28507 by 359 days (29 days for the current billing period plus 330 days for the previous 11 billing periods) which equals 79.40. See below:

$$885.75 + 97.25 = 983.00 \times 29 = 28507 / 359 = 79.40$$

The Average Monthly Billing Amount is \$79.00 for that billing period.

You will receive the greatest benefit with AMB if you stay on the plan year round. To remain on AMB, you must pay the AMB amount in full each month. When AMB is discontinued, any balance on the account is due at that time.

Contact Alagasco to see if your account is eligible for the Average Monthly Billing Plan:

Need to contact them to see if you are eligible.

- On the Web: [Contact Us](#) to request enrollment in Average Monthly Billing.
- On the phone: Call 1-800-292-4008

Looking for even more ways to manage your monthly gas payments?

Add the convenience of [Bank Draft](#) and [eBill](#) for more Alagasco services that are free for customers on Average Monthly Billing.

[Frequently asked questions >>](#)

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TO REPORT A GAS EMERGENCY CALL: 1-800-292-4008. | FOR OTHER INQUIRIES: EMAIL A [SERVICE REPRESENTATIVE](#)

Your Trusted Natural Gas Partner.



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Average Monthly Billing

FAQs

Click on the  below to see the answer to your question.

How do I sign up for Average Monthly Billing (AMB)?

In order to sign up for the Average Monthly Billing plan (AMB), your account must have 12 months of usage history and cannot have a past due balance.

[Contact Us](#) by email to make your request for AMB. If eligible, we will set up your account and send you an email confirmation.

How does AMB work?

Here's how AMB works:

- TOTAL the bill amounts from the previous 11 billing periods
- ADD the bill amount for the current billing period
- MULTIPLY BY the number of days in the current billing period
- DIVIDE BY the total of the number of days in the current billing period plus 330.* *330 represents 30 days in each month for the previous 11 billing periods.

For example, the total for 11 billing periods (\$885.75) plus the current billing period (\$97.25) equals \$983.00. Multiply 983.00 by 29 days (number of days in current billing period) which equals 28507. Divide 28507 by 359 days (29 days for the current billing period plus 330 days for the previous 11 billing periods) which equals 79.40. See below:

$$885.75 + 97.25 = 983.00 \times 29 = 28507 / 359 = 79.40$$

The Average Monthly Billing Amount is \$79.00 for that billing period.

You will receive the greatest benefit with AMB if you stay on the plan year round. To remain on AMB, you must pay the AMB amount in full each month. When AMB is discontinued, any balance on the account is due at that time.

How do I discontinue AMB?

If you choose to discontinue AMB, [Contact Us](#) by email to make your request. When your account is removed from AMB, any balance on the account is due at that time, or if you have a credit, it will apply to your account.

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Here are a few simple tips



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Share Print

Heading is Account Access, not eService.

Account Access

View and manage your gas account online.

Alagasco's online account management lets you view bill and payment history, meter read dates, and usage history all from the convenience of your computer.



[Login to eService](#) to access your account information.

- As history is built in eService, view 15 months of consumption history in graph format, lists of transactions and meter readings. Your history prior to September 2009 will not be in eService.
- Associate multiple accounts with a single user ID
- **Search and download bills and payments.**
- Reset your password, change your banking information or your contact information.
- Enroll in the Bank Draft Plan and manage your Project SHARE contributions.

Connected to eBill?

My Account

[Bill Payment \(eBill, ePayment\)](#)

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Welcome to Alagasco's **eService.**

Heading is now eServices,
not Account Access -
inconsistent use of branding.

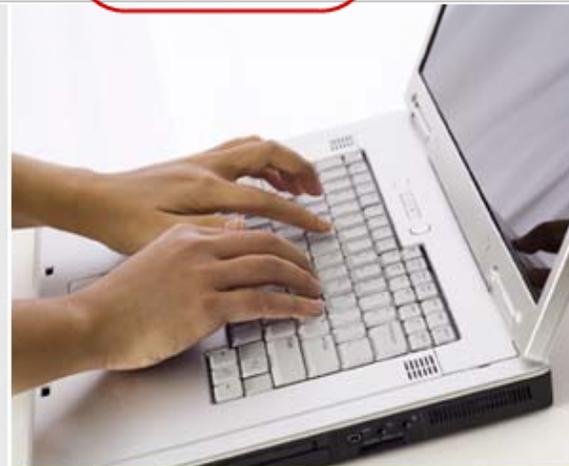
New Here? [Register Now...](#)

User ID *

Password *

Logon Problems? [Retrieve User ID](#)
[Reset Password](#)

eServices Login screen - NOTE
this is different than the eBill
login screen.





When you click to register for eServices, you get this screen FIRST.

eService Terms of Use

In order to use Alagasco's online customer self service feature (this "Service"), you must review and accept these Terms of Use ("Terms") and **then complete the two-step registration process**. If you accept these Terms, click the "I AGREE" button at the bottom of the page. If you do not accept these Terms, click the "CANCEL" button at the bottom of the page to cancel your registration.

1. Responsibility for Protection of Access Codes

You understand that your username and password and any other security access codes are there for the protection of your information and the integrity of Alagasco's system. It is your responsibility to see that your username and password or other security access codes are not disclosed to unauthorized persons. You agree to accept responsibility for all activities that occur and liabilities that you may incur as a result of the use of this site by you and those using your login information. If you believe your username, password and/or other access code has been stolen or may be used improperly, promptly notify Alagasco.

2. Reporting Problems, Questions

If you have questions or problems concerning this Service or believe there has been an error in processing your request, you should notify Alagasco through the "Contact Us" email link provided. Please include your account number and the question or problem you are concerned about. Alagasco will use reasonable efforts to resolve any actual error within thirty (30) days from the time we receive notice.

3. Exclusion of Warranties

THE SERVICE AND RELATED DOCUMENTATION ARE PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ALAGASCO, ITS AFFILIATES, AGENTS, OFFICERS OR EMPLOYEES BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING LOST PROFITS (EVEN IF ADVISED OF THE POSSIBILITY THEREOF) ARISING IN ANY WAY OUT OF THE USE OF THIS SERVICE.

4. Stopping the Service

You may stop participating in this Service by sending a written request to Alagasco's customer service department by letter or through the "Contact Us" email link. Alagasco reserves the right to stop your use of the Service if: (i) You provide incorrect information during the registration process; (ii) Your account becomes inactive; (iii) State or Federal laws or regulations require us to change the Service; (iv) You violate these Terms; or (v) Alagasco discontinues the Service.

5. Additional Terms and Changes to These Terms

These Terms are in addition to any other terms applicable to this or other services offered through Alagasco's website. In addition, Alagasco may at any time modify these Terms. Your continued use of this site will be conditioned upon the terms in force at the time of your use.

IF YOU HAVE READ AND UNDERSTAND THESE TERMS AND AGREE TO BE BOUND BY THEM, SELECT "I AGREE". IF NOT, SELECT "CANCEL".



Create User Entry Form

Enter data in all fields. * means field is mandatory.

Enter your Account Number without dashes or spaces including all zeroes*

Last four digits of the primary account holder's Social Security Number* The last four digits of the account holder's social security number is required to register. For questions, [Contact Us](#)

E-mail Address*

Save

Cancel

First registration screen for eServices/Account Access account (after you accept the terms).

MID AMERICAN ENERGY

JDP Midwest #1

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
On home page, login box is titled Account Services. When referred to in copy it's called "My Web Account," and is italicized when used.	Account login info is on the home page, in center column. Next to the login box is a section for New Users to register. You are asked for your account number right up front where you choose a username and password. (Note, when you click on Register, a new window is opened)	Use MAE account for bank draft for free, or Western Union for CC. (Copy says there is a fee, but does not indicate what it is on the MidAmerican website.)	Called Automatic Payment Plan. Done through My Web Account or by mail – checking or savings accounts only.	Yes, it's referred to as "electronic bill notification," where you will get an email when your bill is available for online viewing.	Yes, it's called Budget Billing. You can sign up online in My Web Account. Can get budget estimate by calling.	You can access and edit account info, submit meter readings, stop or transfer service, view usage history and view payment history.



Tag-line really drives home customer service message.

for your home

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- [Payment Options](#)
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Save some green.

Visit Our Energy Efficiency Web Site



Save Now >>

for your business

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Very text/link-heavy design of home page. Prominent account login box, and a few links directly to payment and billing info.

Careers

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Account Services

Returning User?

New User?

If registered:

Username:

Password:

[Forgot Your Username?](#)

[Forgot Your Password?](#)

[Help](#)

Sign On

Once registered, you can:

- Access/edit your account information
- Submit meter readings
- Pay/view your bill online
- Stop or transfer service
- View your usage history

Register Now

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Safety

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Live System Outage Watch

Contact Us

Emergency:

Gas Leaks 800-595-5325
 Power Outage/Wires Down 800-799-4443

General Information:

Residential Customers 888-427-5632
 Business Customers 800-329-6261

[More...](#)

Streetlight Repair Request





Called My Web Account, but the heading doesn't stand out much.



Securely Connected

create user

Here is what you'll need to create a new account. All information must match our records.

For a residential account

- Account number
- Last name of primary account holder
- Phone number or SSN of primary account holder

Need account number right away to create account.

For a business customer

- Account number
- ZIP Code of the service address

Same form used for residential, business and landlord customers.

For a landlord

- Landlord Agreement account number
- Landlord Agreement number

Choose Your Username:	<input type="text"/>
	<i>4-12 characters with no spaces or symbols</i>
Password:	<input type="password"/>
	<i>6-12 characters with at least one number and letter Case sensitive</i>
Confirm Password:	<input type="password"/>
E-Mail Address:	<input type="text"/>
MidAmerican Account Number:	<input type="text"/>
<input type="button" value="Log In"/> <input type="button" value="Continue"/>	

[Help](#) | [Feedback](#)

Residential account inquiries: call Customer Service
888-427-5632.

Business or Landlord account inquiries: call Business Advantage
800-329-6261 - Monday through Friday, 7 a.m. to 6 p.m., excluding holidays.

Web account inquiries: call Web Support
800-982-5803 - Monday through Friday, 7 a.m. to 5 p.m., excluding holidays.

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for your home

Payment Options

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- Life Support Program
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Automatic Payment Plan:

- Payment for the total amount due is automatically deducted from your checking or savings account on each bill's due date. Enroll in the program using one of the following two options:
 - Log in to [My Web Account](#) and select *Enroll Automatic Payment Plan*.
 - [Print](#) the Automatic Payment Plan form, and mail or fax the completed form to MidAmerican as directed on the form.

Checking and Savings Account Payments:

- MidAmerican offers the convenience of paying your electronic or paper bill directly from your checking or savings account through MidAmerican's secure website or by telephone.
- Schedule a single online payment for today or a future date using a checking or savings account. There is no fee, and you control when the payment is made.
- Log in to [My Web Account](#) or call 888-427-5632 for further information.

Credit or Debit Card Payments:

- ChoicePay**, a utility bill payment center, accepts online or phone payments made with MasterCard and Visa debit and credit cards and Discover credit cards. **ChoicePay charges a processing fee; however, MidAmerican does not receive any portion of the fee.** ChoicePay's processing fee can be verified by calling 877-839-2455.

Accessing the ChoicePay link will take you to a website separate from this website and any other MidAmerican Energy Holdings Company website.

- All payments, including pending disconnect and reconnect payments, are accepted.
- If your payment is for a pending disconnection or reconnection of service, you must call MidAmerican at 888-427-5632 with the ChoicePay transaction number, which confirms the payment.

Customer Offices:

- Payments can be made at any of MidAmerican's customer offices. Customer offices accept cash, checks or money orders for full and partial payments.

Mail:

- When mailing payments, include the pay stub from your bill, or write your MidAmerican Energy Company account number or service address on your check. Mail payments to:

MidAmerican Energy Company
P.O. Box 8020
Davenport, IA 52808-8020

Pay Stations:

- A convenience fee will be charged for all transactions processed at authorized pay station locations. MidAmerican Energy receives no portion of this fee. Payments made at unauthorized locations may result in the delayed posting of the payment to your account and the inability to promptly confirm your payment. Unauthorized pay stations typically charge a fee for their service.



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for your home

Automatic Payment Plan

MidAmerican Energy's Automatic Payment Plan saves you time and money – and it's easy to set up.

- Log in to [My Web Account](#) and select *Enroll Automatic Payment Plan*. If you do not have a bank profile, you will be directed to *Manage Bank Account*. Once you've entered and confirmed your banking information, follow the online prompts to complete enrollment.
- Once enrolled, your payment will be automatically deducted from your bank account. Deductions start when your bill reads DO NOT PAY.
- Your bill will indicate the amount due and the date that amount will be deducted.



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for your home

Billing Options

About Our Bill:

- View a sample of a typical bill.
- Learn about terms used on your bill.

Budget Billing:

- Budget billing is designed to ease fluctuations in monthly bills. The Budget Billing Plan is not a discount program; it offers no savings or lower rates. The total annual cost for electricity and/or gas remains the same, but customers have the convenience of a more predictable bill each month.
- Access [My Web Account](#) and select *Start Budget Billing*. Follow the prompts to enroll online. A minimum of three months' usage is needed to enroll online. Once enrolled, the Budget Billing Plan will be reviewed every three months or every six months. To enroll by phone, to determine 12-month review eligibility, to have the difference at the end of a budget year applied to your bill, or to receive a proposed budget bill amount for a potential location, call MidAmerican at 888-427-5632.

Electronic Bill Notification:

- Receive electronic notification when your bill is available for online viewing.
- Log in to [My Web Account](#) and select *Receive Bills Electronically*.
- For every five sign-ups, MidAmerican will plant a tree on our customers' behalf through our [tree planting initiative](#).

Summary Billing:

- Summary Billing allows a customer with three or more accounts to receive a single bill summarizing the activity on all individual accounts. Since one summarized bill is received, there is only one due date.
- Customers with three or more accounts, excluding gas transportation accounts, are eligible for Summary Billing unless they have a past due balance or active landlord agreement on an account.
- Enroll in Summary Billing by contacting MidAmerican at 888-427-5632.

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for your home

Electronic Bill Notification

What is Electronic Bill Notification?

Electronic Bill Notification is a service provided by MidAmerican Energy Company that allows a customer to receive electronic notification when a bill is available to view online.

Who is eligible for Electronic Bill Notification?

Any MidAmerican customer that has established an online account.

What are the benefits of Electronic Bill Notification?

- Reduce the amount of paper sent to you.
- Reduce the amount of personal information delivered to unsecure mailboxes.
- Save your bills to an online file for future reference.
- For every five sign-ups, MidAmerican will plant a tree on our customers' behalf through our tree planting initiative.

Interesting incentive.

How do I sign up for Electronic Bill Notification?

Log in to [My Web Account](#) and select *Receive Bills Electronically*.

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for your home

Budget Billing

What is MidAmerican Energy's Budget Billing Plan?

Budget billing is designed to ease fluctuations in monthly bills. The Budget Billing Plan is not a discount program; it offers no savings or lower rates. The total annual cost for electricity and/or gas remains the same, but customers have the convenience of a more predictable bill each month. Participation in the program is free and offered to all customers.

How is a Budget Bill amount calculated?

If customers have an established MidAmerican usage history, the cost of energy used for the previous 24 months is divided by 24. An average monthly cost is determined by multiplying that amount by a factor that takes into account projected electricity and gas prices.

A budget amount for customers who move into a home previously occupied by someone else is calculated based on the energy used by the previous occupant.

How often is a Budget Bill amount reviewed?

A budget bill amount can be reviewed every three months or every six months. Eligible residential customers also can choose a 12-month review. Depending on the selected review option, a budget bill amount may change up to four times a year.

During the review process, we will recalculate your average monthly cost, take projected energy costs into consideration and factor in your budget balance – the difference between the amount billed and the cost of energy used.

Does Budget Billing Plan information appear on my monthly MidAmerican bill?

Yes. The information allows customers to compare the budget bill amount with what would be due that month if the plan was not in effect.

Customers receive a message on their bill when the Budget Billing Plan is reviewed. If the budget bill amount is adjusted, the message indicates the new budget amount that will start with the next bill.

How can I view or receive a proposed Budget Bill amount for my account?

Access [My Web Account](#) and select *Start Budget Billing*. Follow the prompts to enroll online. A minimum of three months' usage is needed to enroll online. Once enrolled, the Budget Billing Plan will be reviewed every three months or every six months. To enroll by phone, to determine 12-month review eligibility, to have the difference at the end of a budget year applied to your bill, or to receive a proposed budget bill amount for a potential location, call MidAmerican at 888-427-5632.



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Overview

At MidAmerican Energy Company, we take our slogan – Obsessively, relentlessly at your service – seriously. No matter what the task, our award-winning team is here to serve you.

Website:

- MidAmerican's full-service website allows you to make payments; view bills, usage and payment activity; and sign up for a variety of services including electronic bill notification and budget billing. In addition, you can start, transfer or discontinue service, provide a meter reading for billing and place electric outage orders if a service interruption occurs. Need assistance? View [Tips for Using My Web Account](#). To speak with a representative Monday through Friday, contact Web support at 800-982-5803. If you prefer to correspond electronically, complete and submit our [Feedback](#) form.

Brief info about what you can do with My Web Account.

Call Center:

- Call Center employees can assist with any gas or electric emergencies, help you start, transfer and discontinue service, as well as address billing, payment or service-related questions. Language interpreter services are available. Hearing impaired services are available at 800-747-0593. For questions or concerns, contact an associate at:

Phone: 888-427-5632

E-mail: onlinecustomerservice@midamerican.com

Fax: 563-336-3568

Customer Offices:

- Employees at MidAmerican's full-service customer offices – located in Iowa, Illinois and South Dakota – can help you start, transfer or discontinue service; can send qualified personnel to your home for service-related issues; can accept and process payments; and can assist with questions regarding billing, payments, service calls, etc. Locate the customer office nearest you by visiting the [Payment Options](#) section of our website or by phoning our call center at 888-427-5632.



[TOP](#)



[PRINTABLE VERSION](#)

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[For Your Home](#) | [For Your Business](#) | [Safety](#) | [Rates](#) | [Energy Efficiency](#) | [Economic Development](#) | [Environmental Efforts](#)
[About Us](#) | [Careers](#) | [News Room](#) | [Storm Center](#) | [Wind Energy](#) | [Contact](#) | [Streetlight Repair Request](#) | [System Outage Watch](#) | [Energy Choice](#) |
[For Contractors](#) | [For Landlords](#)

XCEL ENERGY

JDP Midwest #3

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
<p>Called My Account. *After first review, Xcel launched new online services area. For original analysis see end of this file.</p>	<p>Since this is still a new area, the home page has an image of the login page. You can click it to get to the real login page. To register you need your account number.</p>	<p>BA: Free with My Account – you have to enroll in eBill and stop getting paper bill. CC: NCO E-payments (\$4.85 per transaction.)</p>	<p>Either Recurring Payment Plan through eBill in My Account, or AutoPay, which does not require eBilling.</p>	<p>Yes, eBill through My Account. You need to use eBill if you want to make payments through My Account. You no longer get paper bill. You can sign up for email alerts for when bill is ready, when it's due and if it's over a specified amount.</p>	<p>Yes with Averaged Monthly Payment. Need to print and fill out app form and fax or mail it, or call to enroll (does not look like it's part of My Account online area yet).</p>	<p>Account info, 24 months of history, energy use in kilowatts and dollars, planning and efficiency tools.</p>



No account sign-in or register info on home page.

Home > Minnesota > Company

Minnesota

QUICKTOOLS

- Careers
- Contact Us
- How Are We Doing?
- Pay My Bill
- Call Before You Dig
- Public Safety
- Bird Cam
- Power Outages

The Home Performance with ENERGY STAR® program helps you earn \$1200 or more in rebates.

Learn more >>

Search

Stay warm and save money with insulation and heating rebates.

LEARN MORE >>

HEATING REBATES — GET 'EM WHILE THEY'RE HOT!

LEARN MORE >>

The only account/billing type of info on home page is this link. Otherwise, you have to look under

— OPENING YOUR BLINDS — WARMES UP YOUR HOUSE AND YOUR WALLET.

GET MORE HEATING TIPS >>

UNPLUGGED IS THE NEW OFF.

Plug into more energy-saving ideas.

RIGHT HERE >>

- Minnesota
- QUICKTOOLS**
Careers
Contact Us
How Are We Doing?
Power Outages

Pay My Bill

Search

	Bank Draft	Credit Card	Cash	View Bill	Scheduled Payments
Auto Pay	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
Credit/Debit Card		<input checked="" type="checkbox"/>			
Online View & Pay	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pay By Mail				<input checked="" type="checkbox"/>	
Pay By Phone	<input checked="" type="checkbox"/>				
Pay Stations			<input checked="" type="checkbox"/>		
* postage					

They have this chart, but when you look closer, it is very confusing, and I don't think it helps the customer - I think it just highlights how disconnected all the payment options are.

Auto Pay

Auto Pay is a simple and convenient way to have your monthly energy payment automatically withdrawn from your bank account on the day it is due. You'll save yourself the trouble of remembering to write a check to pay your bill each month and the postage to mail it.

[apply online](#) [download application](#) [learn more](#)

Credit/Debit Card

Pay your energy bill online or by phone using your credit or debit card. Our partner, NCO Epayments, can accept your payment any time, and will post it the next business day.

Note: Payment by credit or debit card is not available in Texas.

[pay online](#) 1-800-656-8439 (US)
1-517-780-0221 (outside US) [learn more](#)

"Online View & Pay" is the Xcel website account area. There are other "online" options that are not part of the Xcel website/account.

Online View & Pay

Online View & Pay allows you to see your residential bill and make your energy payment online anytime, anywhere through our partnership with CheckFree, the company that powers payment on the webSM. It only takes a few minutes to enroll.

You'll receive a paper bill along with your e-bill for the first month of enrollment. After that, you'll receive all your bills electronically only. You will no longer receive a paper bill.

[apply online](#) [log in](#) [learn more](#)

Pay By Mail

Pay By Mail makes sending your payment to us easy by providing a return envelope included with your bill. We encourage you to use the return envelope included with your bill to send back your payment and bill stub. Enclosing your bill stub helps ensure your payment is posted to your account correctly. If you've lost or misplaced the return envelope, please mail your payment with your bill stub to the address below:

Xcel Energy
P.O. Box 9477 [learn more](#)
Minneapolis, MN 55484-9477

Pay By Phone

Pay By Phone lets you quickly and securely transfer your energy payment from your bank account directly to us, right over the phone. Your payment will post to your account the following business day. You can schedule your payments up to five business days in advance with Pay By Phone.

1-800-895-4999 [learn more](#)

Pay Stations

Pay Stations allows you to make your energy payment in person at several locations in your area. When you pay your bill in person, you will need your Xcel Energy account number or your bill stub. You can pay by cash, check or money orderSM. Credit cards and debit cards are not accepted.

* Pay stations can accept amounts up to \$2500. North Dakota pay stations only accept cash.

[learn more](#)

Online View & Pay

Search

Manage your energy bill from anywhere

With Online View & Pay, you can see your residential bill and make your energy payment online any time with CheckFree™. Enrollment is free, and it only takes a few minutes. The first month after you sign up, you will receive both a paper bill and an online statement. After that, all your Xcel Energy bills will be online.

Benefits of Online View & Pay

You can pay your energy bill from anywhere and at any time. You choose the date your payment will be withdrawn from your bank account. No more checks to write or stamps to buy and your payments are always on time. Online delivery of your bill eliminates the need to save and file paper bills at home because you will have instant access to your last 12 bills online.

Your information is completely secure and safe with 128-bit encryption, one of the industry's most powerful and secure transaction environments. You will still receive all the important updates and inserts that come with your bill, just in electronic form. And, by eliminating paper delivery of your bill, you're helping conserve resources.

How it works

Once you enroll, you will receive a bill from CheckFree by e-mail each month. Then you can visit the CheckFree web site to view your bill summary and choose how you want to pay. You can choose to only view your bill summary and payment status, without paying online, allowing you alternative options for paying your bill. For example, if you are using Auto Pay, your payment will be withdrawn on the payment due date.

If you want to pay online, you can choose to make your payment at least two business days before the due date. Select "Pay" to initiate the withdrawal from your checking or savings account. Your payment will be applied to your Xcel Energy account within two business days.

You can even schedule payments up to one year in advance. In this case, your payment will be withdrawn from your account on a date you specify, as long as it is at least two business days prior to the due date.

How to sign up

Sign up at CheckFree Express Enrollment. It's free. (If you sign up through another service, a fee may apply.) Just follow these step-by-step instructions:

1. Go to [CheckFree Express Enrollment](#)
2. Click on the enrollment link.
3. Enter your personal information; make sure the name you use for CheckFree matches the name on your Xcel Energy bill. If you plan to manage someone else's account, both of you must enroll as co-subscribers.
4. Choose your user name and password. Memorize or write down your user name and password. CheckFree offers a 'clue' system to help you remember your password, but Xcel Energy does not have access to this information.
5. Review the terms and conditions.
6. Click Agree at the bottom of the page.

Once you are enrolled, select Xcel Energy as your biller and verify your billing information:

- Enter your 10-digit Xcel Energy account number (from your paper Xcel Energy bill). You must use all 10 digits of your account number, including any leading zeros.
- Again, make sure that the name you use for CheckFree matches the name on your energy bill. Follow the same instructions while signing in from any of the portal locations mentioned below. To manage someone else's account, both of you must be enrolled as co-subscribers.
- The service address is usually the same as the address you enter when you sign up with CheckFree. If you are paying for a different service address, click the Change button to enter the correct service address. This will not affect your CheckFree profile, just your billing information for Xcel Energy.
- Confirm your billing information by re-entering your 10-digit account number. Click Add.
- Add the information for your payment account. Click Continue.

Bookmark the site so you can get back to check your bills each month. This is the site you will use in the future to view or pay your bills. Unless you use Auto Pay, check this site each month for your latest bill and choose the "Pay" button to initiate the withdrawal from your bank account. You may be able to pay other bills on this site, although fees may apply.

Participating in the program

To help ease the transition to online billing, you'll receive a paper bill along with your e-bill for the first month of enrollment. After that, you'll receive all your bills electronically, and will eventually be able to view up to 12 months of bills online.

You can choose just to view your bill online without paying online. This program works equally well with Auto Pay, Pay By Phone, Credit/Debit Card Payment, or Pay Stations.

One of the benefits of online billing is that it reduces paper waste. If you need to print a copy of your online statement, test your printer to make sure it doesn't use more paper than necessary.

To cancel your Online View & Pay account, call CheckFree at 800-297-3180 or 888-212-9342. You can also verify your Xcel Energy billing and payment details with a CheckFree customer service agent.

Other online payment services

Payment through CheckFree is available at no charge. You may also choose to receive and pay your Xcel Energy bill through financial institutions on CheckFree network. Some of these providers may charge fees, which are separate from your Xcel Energy bill.

AutoPay has to be set up separately, not done through Online View & Pay

- Minnesota
- Auto Pay
- Averaged Monthly Payment
- Credit/Debit Card Payment**
- Custom Due Date
- Gift Certificates
- Online View & Pay
- Pay By Mail
- Pay By Phone
- Pay Stations

- QUICKTOOLS**
- Careers
 - Contact Us
 - How Are We Doing?
 - Pay My Bill
 - Safety
 - Call Before You Dig
 - Power Outages

[Home](#) > [Minnesota](#) > [Residential](#) > [Payment Options](#) > Credit/Debit Card Payment

Credit/Debit Card Payment

Search

Pay conveniently at any time

Pay your energy bill online or by phone using your credit or debit card for a fee. **Our partner, NCO Epayments**, can accept your payment any time, and will post it the next business day. This way, you can check your Xcel Energy bill against your credit or debit card statement.

You may want to check if your credit/debit card payments are subject to individual transaction and daily limitations set by your bank. NCO Epayments will accept MasterCard, Visa, Discover and Diners Club cards; **a transaction fee of \$4.85 applies.**

Note: Payment by credit or debit card is not available in Texas.

How to pay online with credit/debit card

If this is your first time paying online with a credit card, follow these step-by-step instructions. You will still have the option to cancel the payment after you enter your credit card information.

1. Go to the [NCO Epayments credit/debit card payment site](#).
2. Choose the state where the account you are paying is located.
3. Enter the information for the service address. Required fields are marked with red triangles.
4. Enter exactly 10 digits for your Xcel Energy account number, including any leading zeros.
5. Enter your credit card information; you will need to enter the billing address again, even if it is the same as the service address.
6. Enter your payment amount, from part to all of the amount due.
7. Click Complete Payment to see the amount that will be charged to your credit card, including any fee.
8. The next page will show your energy payment, the fee, and the total amount to be charged to your card. This is where you choose to accept or cancel the transaction.

If you accept, you will receive a payment confirmation page listing your billing information and a confirmation number. Note the confirmation number in case you have questions later. The charge on your credit or debit card statement will appear as XCEL ENERGY/NCO - 800-794-1630 MI MAIL/PHONE.

How to pay by phone with credit/debit card

Call NCO Financial Systems at 1-800-656-8439 within the United States, or 1-517-780-0221 from outside the USA. You can also call Xcel Energy at 1-800-895-4999 to make your payment using your credit/debit card.



Home > Minnesota > Residential > Payment Options > Auto Pay

- Minnesota
- Auto Pay
- Averaged Monthly Payment
- Credit/Debit Card Payment
- Custom Due Date
- Gift Certificates
- Online View & Pay
- Pay By Mail
- Pay By Phone
- Pay Stations

- QUICKTOOLS**
- Careers
 - Contact Us
 - How Are We Doing?
 - Pay My Bill
 - Safety
 - Call Before You Dig
 - Power Outages

Auto Pay

Search

Save time and effort every month

Auto Pay is a simple and convenient way to have your monthly energy payment automatically withdrawn from your checking account on the day it is due. You'll save yourself the trouble of remembering to write a check to pay your bill each month and the postage to mail it. **Best of all, it's free.**

Benefits for you

This option lets you pay your Xcel Energy bill without having to write checks, buy stamps, or make trips to the post office. You don't even have to remember when the bill is due. Even if you're on vacation, the bill will always be paid on time. That means no late fees and no worries.

Available for free through DirectPayment website, not Xcel online account.

How it works

Once you sign up, make payments as usual but watch your statement. Within two months, it should show that Auto Pay is in effect. You will continue to receive your monthly bill, so you will always know how much will be deducted from your account, and when.

Your bank will automatically deduct your payment amount from your checking or savings account on the date it is due. You will have two records of your payment: your Xcel Energy statement and your bank statement.

How to sign up

- Sign up online right now through **Direct Payment**. All you need is a recent bill and your banking information.
- Fill out an [application](#) and fax it to 612-573-9112 with a savings deposit slip or voided check.
- Mail an [application](#) and account information with your next payment, or to the address provided on the form.
- Call our 24-hour Customer Contact Center at 1-800-895-4999 or by [e-mail](#) and we'll send you an application.

Common questions

- If you have concerns about your bill, call us at least five business days before your payment due date.
- If you want to cancel your participation in Auto Pay, contact us three business days in advance of your payment due date.
- If you have multiple accounts with Xcel Energy but have the same debtor number, all your accounts must be set up from the same bank account for Auto Pay.
- If your bank account shows insufficient funds, we'll assess a return check charge on your next bill. You'll be removed from the program if you have two months of insufficient funds within a 12-month period.
- If you are on a Pay Arrangement, you cannot use Auto Pay. You can sign up for Auto Pay when your Pay Arrangement has ended.

- Minnesota
- Auto Pay
- Averaged Monthly Payment
- Credit/Debit Card Payment
- Custom Due Date
- Gift Certificates
- Online View & Pay
- Pay By Mail
- Pay By Phone
- Pay Stations

- QUICKTOOLS**
- Careers
 - Contact Us
 - How Are We Doing?
 - Pay My Bill
 - Safety
 - Call Before You Dig
 - Power Outages

[Home](#) > [Minnesota](#) > [Residential](#) > [Payment Options](#) > Averaged Monthly Payment

Averaged Monthly Payment

Search

Make your energy bills easier to manage

Averaged Monthly Payment spreads your heating and cooling costs over the entire year. At no cost to you, we'll take into account your energy costs, historical usage and seasonal fluctuations in energy use to give you a more predictable bill each month.

How it works

We calculate the average monthly energy cost at your premise based on your energy usage over the past 12 months. If you're in a new place, we'll work with you to establish an average amount. This becomes your Averaged Monthly Payment amount. After 11 months of payments, we use the 12th billing month to settle the difference between what you have paid and the energy you have used. This is either a credit or a charge to your account.

Note: We may review your energy usage during the year and adjust your Averaged Monthly Payment amount to prevent large changes in the 12th billing month.

- Download an [application form](#) here. Then:
- Fax your application to 1-800-895-2895.
- Mail your application with your next payment.
- Mail your application to:

No online enrollment

Xcel Energy, Inc.
P.O. Box 8
Eau Claire, WI 54702-0008

- Or, call our 24-hour Customer Contact Center at 1-800-895-4999.

Participating in the program

You are automatically re-enrolled in the program unless you notify us. You can cancel your participation any time by calling 1-800-895-4999. If you cancel, the current balance of your account does become due immediately.

If you want to pay more than the required amount for one month, the extra money will be applied to your next scheduled payment—not toward the amount due in the settlement month. For example, if the average monthly amount due is \$20 and you decide to pay \$30 one month, the next month's average monthly amount due will be \$10. The only way to reduce the amount due in the settlement month is to increase the amount of your average monthly payments.

While your account remains in good standing, you can remain in the program as long as you like. If you have two consecutive non-payments, you will be removed from the Averaged Monthly Payment program and the full balance will be due at that time.

VECTREN ENERGY

JDP Midwest #4

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
Service is not branded, mostly referred to just as online account.	There is a prominent login box on home page, but on internal pages you have to click on a link in navigation to get to login screen. To register you first select which kind of customer you are, then enter your account info on second screen.	Through Vectren website with checking, saving, or CC/Debit card. DO NOT need to create an account, but you will need email address and account number. CAN create actfor site to remember payment info. Says CC payments are processed through Western Union, but does not indicate a fee. Also directs you to look at your credit card or bank for their online payment services.	Yes, called Auto Pay or Automatic Monthly Payments. Uses checking account only, and is free. Can sign up online through account, or call. It's not tied to e-billing.	Yes, called eBill. You need an online account. Email notification is sent when bill is ready to be viewed online. Email has amount due and due date, and link to you online account info. You will no longer get paper bills.	Yes, called Budget Bill. You can enroll online through account, or call to enroll.	Site is not very specific about what you can do with an online account. It's important to note that you can make a payment without having an account – but if you have an account you can see payment histories, see your bill online, etc.

Natural Gas Pipeline Safety

Vectren safely maintains thousands of miles of underground natural gas pipeline. [Click here](#) to learn what we're doing to ensure safe, reliable service.

LOGIN

Email Address:

Password:

Remember me next time:

[New User? Register Here](#)
[Forgot Your Password?](#)

Easy access to login area on home page.

3 places on home page to create an account

<p>Residential Customers</p> <p>Create Online Account Manage My Account</p> <p>Billing & Payment Options Pay My Bill Find a Payment Site eBill Delivery Auto Monthly Payments Budget Bill Information Trouble Paying Your Bill?</p> <p>Moving? Order Service Cancel Service Transfer Service</p> <p>Conservation Connection Appliance Rebates Appliance Recycling Conservation Community Analyze My Bill Home Energy Audit Energy Calculators Energy Tips for Homeowners and Renters Weatherization Programs</p> <p>Outage Center</p> <p>More Options</p>	<p>Business Customers</p> <p>Billing & Payment Options Pay My Bill eBill Delivery Auto Monthly Payments Budget Bill Information</p> <p>Conservation Connection Appliance Rebates Conservation Community Energy Audit Energy Tips for Businesses</p> <p>Economic Development About Us Properties Search Featured Site Indiana Partners Ohio Partners</p> <p>More Options</p>	<p>Corporate</p> <p>Investor Relations Corporate Information Investor News Earnings Release & Webcast Annual Reports & Proxies SEC Filings Corporate Governance Shareholder Information</p> <p>Corporate Information Our Policies Officers & Executives Board of Directors Environmental Stewardship Regulatory Information Economic Development Vectren Diversity</p> <p>More Options</p>
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Easy access to billing and payment info on home page, however, the number of choices may be overwhelming.

<p>Customers</p> <ul style="list-style-type: none"> Create Online Account Manage My Account Pay Bill Billing/Payment Options eBill Find a Payment Site Understanding My Bill Moving? New Utility Customers Ohio Choice Outage Center Choose Natural Gas 	<p>Corporate</p> <ul style="list-style-type: none"> Corporate Information Investor Relations Public Safety Corporate Governance Economic Development Our Policies Regulatory Information Marketing Programs Vectren Diversity News Room 	<p>Conservation Connection</p> <ul style="list-style-type: none"> Analyze My Bill Energy Audit Appliance/Product Rebates Energy Calculators Energy Efficiency Tips Weatherization Environmental Stewardship 	<p>Careers</p> <ul style="list-style-type: none"> Employment Opportunities Benefits Vectren Diversity <p>Community</p> <ul style="list-style-type: none"> Vectren Foundation Community Connection Gift of Energy News Room
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On internal pages,
there is no login
form, just a text link

Register with Vectren

STEP 1 OF 3: Register with Vectren

Please select the type of account you wish to register.

If you already have an account registered with Vectren.com, you can [Add Accounts](#) to this Profile without registering again on Vectren.com.

- I wish to register to manage my **home energy services** account ?
- I wish to register to manage my **business account**

What best describes your business?

- Commercial Business ?
- Construction ?
- Energy Marketer ?
- Educational Institution ?

Next

Vectren uses secure servers to protect the personal information that you enter on this site. [Please review our Privacy and Security Policy](#) to review the measures that we have taken to create a secure online environment.

Customers

[Create Online Account](#)
[Manage My Account](#)
[Pay Bill](#)
[Billing/Payment Options](#)
[eBill](#)
[Find a Payment Site](#)
[Understanding My Bill](#)
[Moving?](#)
[New Utility Customers](#)
[Ohio Choice](#)
[Outage Center](#)
[Choose Natural Gas](#)

Corporate

[Corporate Information](#)
[Investor Relations](#)
[Public Safety](#)
[Corporate Governance](#)
[Economic Development](#)
[Our Policies](#)
[Regulatory Information](#)
[Marketing Programs](#)
[Vectren Diversity](#)
[News Room](#)

Conservation Connection

[Analyze My Bill](#)
[Energy Audit](#)
[Appliance/Product Rebates](#)
[Energy Calculators](#)
[Energy Efficiency Tips](#)
[Weatherization](#)
[Environmental Stewardship](#)

Careers

[Employment Opportunities](#)
[Benefits](#)
[Vectren Diversity](#)

Community

[Vectren Foundation](#)
[Community Connection](#)
[Gift of Energy](#)
[News Room](#)

Register with Vectren

STEP 2 OF 3: Set Up Your Online Account

Please complete the following account and personal contact information. If you have services at more than one location, you can [add the accounts](#) once you have registered initially with Vectren.com.

Required fields are denoted with an asterisk (*).

Login Information

Enter your email address:*

 Re-Enter your email address:*

This will be your username.
example email address: john@doe.com

Enter a password:*

 Re-enter password:*

Passwords must be between 6 and 10 characters long. example password: 3x5q*6

Personal Information

Vectren Account Number:*

 - - -
[Need help finding your account number?](#)

[I do not want to Register now](#)

If you are experiencing problems, you can [report a problem](#) or you can call a Customer Service Specialist at 1-800-227-1376.

Vectren uses secure servers to protect the personal information that you enter on this site. [Please review our Privacy and Security Policy](#) to review the measures that we have taken to create a secure online environment.

Customers

Create Online Account
 Manage My Account
 Pay Bill
 Billing/Payment Options
 eBill
 Find a Payment Site
 Understanding My Bill Moving?
 New Utility Customers
 Ohio Choice
 Outage Center
 Choose Natural Gas

Corporate

Corporate Information
 Investor Relations
 Public Safety
 Corporate Governance
 Economic Development
 Our Policies
 Regulatory Information
 Marketing Programs
 Vectren Diversity
 News Room

Conservation Connection

Analyze My Bill
 Energy Audit
 Appliance/Product Rebates
 Energy Calculators
 Energy Efficiency Tips
 Weatherization
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- [Access Online Account](#)
- [Manage Online Account](#)
- [View My Bill Inserts](#)
- [Pay My Bill](#)
- [Understanding My Bill](#)
- [Billing and Payment Options](#)**
- [Payment Arrangement](#)
- [Payment Extension](#)
- [Transfer Service](#)
- [Turn Off Service](#)

Two headlines??

Billing and Payment Options

My Billing and Payment Options

Convenient, quick and easy to use - Vectren's payment and billing options are redefining customer service. Choose the one that's right for you!

Billing and Payment Options Available to You:

Vectren ePay
Pay your bill online through your checking or savings account (eCheck) or a credit/debit card.

[Learn About](#) [Pay Now](#)

eBill
Receive an email each month when your bill is posted online. You must register with Vectren.com to enroll. [Click here](#) to create an online account.

[Learn About](#) [Enroll](#)

Budget Bill
Spread your energy payments evenly over 12 months and never worry about fluctuating bills.

[Learn About](#) [Cancel](#) [Enroll](#)

Auto Pay
Have your bill automatically deducted from your checking account every month on its due date.

[Learn About](#) | [Update](#) | [Cancel](#) [Enroll](#)

Online Bill Pay
Consult your bank or financial institution about registering your monthly Vectren bill for automatic online bill pay. (Available at most banks/financial institutions.)

Need - Energy Assistance
Having trouble paying your bill?

[Learn About](#) [Go](#)

Payment Arrangement
If you're having trouble paying your bill in full, you can request a payment arrangement to fulfill your obligation over an extended period of time.

[Learn About](#) [Enroll](#)

Payment Extension
If you need to extend the due date on your current monthly bill, a payment extension may be an option for you.

[Learn About](#) [Enroll](#)

Summer Cycler Program
Reduce your energy consumption during summer's peaks and earn discounts on your monthly bill.

[Learn About](#) | [Cancel](#) [Enroll](#)

Third Party Billing
Help family members keep track of their bills by receiving a copy of their bills on their behalf.

[Learn About](#) | [Update](#) | [Cancel](#) [Enroll](#)

Gift of Energy
Through Vectren Energy Delivery's Gift of Energy program you can make a payment toward the energy bill of a friend, loved one or neighbor.

[Learn About](#)

If you are experiencing problems, you can [report a problem](#) or you can call a Customer Service Specialist at 1-800-327-1376.

Vectren uses secure servers to protect the personal information that you enter on this site. [Click here](#) to view our [Privacy and Security Policy](#) to review the measures that we have taken to create a secure online environment.

<p>Services</p> <ul style="list-style-type: none"> Online Account My Account Payment Options Payment Sites Understanding My Bill Utility Customers Business Customers Center Natural Gas 	<p>Corporate</p> <ul style="list-style-type: none"> Corporate Information Investor Relations Public Safety Corporate Governance Economic Development Our Policies Regulatory Information Marketing Programs Vectren Diversity News Room 	<p>Conservation Connection</p> <ul style="list-style-type: none"> Analyze My Bill Energy Audit Appliance/Product Rebates Energy Calculators Energy Efficiency Tips Weatherization Environmental Stewardship 	<p>Careers</p> <ul style="list-style-type: none"> Employment Opportunities Benefits Vectren Diversity <p>Community</p> <ul style="list-style-type: none"> Vectren Foundation Community Connection Gift of Energy News Room
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Our Services

[Vectren Home](#)

Where did the navigation go??

Pay Your Bill Online

At Vectren.com, you can pay your energy bill online 24 hours a day. Select [Pay My Bill](#) from the Manage My Account navigation bar at the top of the screen, select the eCheck (electronic check) or credit card option and enter your checking or savings account or credit/debit card information. Your bill will be deducted from your checking or savings account or billed to your credit or debit card. If you are a registered customer, you can even have Vectren remember your account information for future payments.

How does an online payment work?

Checking/Savings: Select [Pay My Bill](#) from the Manage My Account navigation bar. Select the Vectren eCheck option and fill in the designated fields regarding your checking or savings account. To make this process faster, make sure you have your checkbook on hand.

Credit/Debit Card: If paying online, select [Pay My Bill](#) and select the Credit /Debit Card option offered through [Western Union](#) and fill in the designated fields regarding your credit/debit card account. You receive same day credit and confirmation that your bill has been paid and all of your personal information is safe and secure.

How do I participate?

There's no need to sign up or enroll. Just select [Pay My Bill](#) from the Manage My Account navigation bar. You can also call a Customer Service Specialist from 7:00 a.m. to 7:00 p.m., Monday through Friday at 1-800-227-1376 to complete this same process over the phone.

Note: If you have received a disconnect notice and are within two business days of your disconnect date, the payment does not guarantee your service will not be disconnected due to processing time.

Can I pay online at Vectren.com if I participate in the Budget Bill Program?

Yes.

What if I have a question about my bill?

If you have any questions about your bill, simply contact a [Customer Service Specialist](#).

Will my account automatically be credited?

Any payments entered on a business day prior to 4:00 p.m. CST will be posted the same business day. Online payments taken after 4:00 p.m. or on holidays and weekends will post the next business day.

Customers

[Create Online Account](#)
[Manage My Account](#)
[Pay Bill](#)
[Billing/Payment Options](#)

Corporate

[Corporate Information](#)
[Investor Relations](#)
[Public Safety](#)
[Corporate Governance](#)

Conservation Connection

[Analyze My Bill](#)
[Energy Audit](#)
[Appliance/Product Rebates](#)
[Energy Calculators](#)

Careers

[Employment Opportunities](#)
[Benefits](#)
[Vectren Diversity](#)

Our Services

[Vectren Home](#)

Simplify Your Life with **Auto Pay (Automatic Monthly Payments)**

Auto Pay is a billing program that allows you to pay your energy bill on time, every time, without writing checks, licking envelopes or running to the post office. With Auto Pay, your energy bill is automatically deducted from your checking account on its due date. Auto Pay is a free service offered to Vectren Energy Delivery customers!

How does the Auto Pay Plan work?

You will need to provide us with your bank account information when you enroll in Auto Pay. Then, we will debit your energy bill amount directly from your bank account automatically each month. It can take a bank or financial institution up to two (2) billing cycles to enroll a customer in Auto Pay. You will know the Auto Pay option has taken effect when "Your account is being drafted for the amount due" appears on your bill. Please note: It can take a bank or financial institution up to two (2) billing cycles to enroll a customer in Auto Pay.

How do I participate?

If you already have a Vectren online account, just login to that account, go to [Manage My Billing And Payment Options](#) and sign up for Auto Pay.

You can also call a Customer Service Specialist at 1-800-227-1376 from 7:00am - 7:00pm M-F for more information.

Still have questions about how Auto Pay works?

Check out the Auto Pay Questions and Answers featured below.

Will I still receive a Vectren Energy Delivery paper bill in the mail?

Yes.

Can I enroll in Auto Pay if I participate in the Budget Bill Program?

Yes. If you are participating in the Budget Bill Program, your Budget Bill amount will be deducted from your account each month. If you have a credit during your adjustment month, the credit will be spread over the next 12 months.

What if I have a question about my bill?

If you have any questions about your bill, simply contact a [Customer Service Specialist](#).

What if there isn't enough money in my checking account?

It is important that you maintain an account balance sufficient to cover your utility bill. If there is not enough money in your checking account to cover the amount of your bill, your bank will notify us and it will be handled in the same manner as an insufficient funds check.

How can I discontinue Auto Pay?

You can cancel Auto Pay online by simply visiting [Manage My Account](#) and updating your Payment Options.

What happens if I move?

If you are staying in the Vectren Energy Delivery service territory, you can keep using Auto Pay when you [Transfer Service](#). If you are moving out of our service territory and establishing a new checking or savings account, we will remove you from Auto Pay before your final bill is created. The automatic deduction will still occur on your final bill unless specifically requested.

Our Services

Vectren Home

Simplify Your Life with eBill

What is a Vectren eBill?

Vectren's **electronic billing option (eBill)** is simply the online delivery of your monthly Vectren bill. Each month you will receive an e-mail from Vectren Energy Delivery notifying you that your eBill is ready to be viewed online. This e-mail message will feature the amount due and its due date as well as a link that, when clicked, takes you directly to the **Manage My Account section on Vectren.com**. From here, you will have secure electronic access to your current and previous 24 billing statements to view online or print a copy if necessary. Plus, you can choose the option to pay your bill online, if you wish.

How do I participate?

You must first register with Vectren.com to enroll in eBill. If you do not have any online account, [click here](#) to register. You will need your Vectren account number.

If you already have a Vectren online account, just go to [Billing and Payment Options](#) and enroll in eBill.

Please note, when you enroll in eBill you should receive an e-mail every billing cycle around the same date each month. If you do not receive your eBill, it is possible that your spam filter may be deleting the file. If you do not receive a monthly eBill, please contact Vectren at 1-800-227-1376 immediately to avoid receiving a disconnect notice for non-payment.

How will I know if I've been approved for an eBill?

After you have enrolled, Vectren will send a confirmation e-mail to the e-mail address listed on your enrollment form. You will then need to open the e-mail message and click a confirmation link to complete the process. Please note: The confirmation link will only remain valid for 14 days after the message is sent. If you do not click the link within this timeframe, the link will expire and you will receive an error message asking you to re-enroll the next time you click it.

Will I still receive a bill through the mail?

After you have received the Vectren eBill confirmation e-mail, you will receive one last paper bill in addition to the eBill. The paper bill will have a message confirming your current e-mail address. All future bills will be electronic unless the bill includes a Disconnect Notice.

Can I get a printed copy of a bill once I am enrolled in eBill?

Once enrolled, Vectren will send you an email reminder when your bill is ready to be viewed online. You will have secure electronic access to your last 24 monthly statements that you can either print or view online at your convenience.

What if my e-mail address changes?

Visit Vectren.com, click on [Access Online Account](#) in the top navigation bar and then select [Billing and Payment Options](#). From there, you can update your e-mail address.

How are payments made?

You can pay your bill online at Vectren.com by having your bill amount deducted from your checking or savings account. Just select [Pay My Bill](#) from the left navigation menu. Also, payments still can be made by mailing in your check. If sending your payment via the U.S. postal service, please be sure to include your Vectren Energy Delivery account number on the memo line of your check to ensure timely and accurate posting.

How can I discontinue eBill?

You can cancel eBill by simply visiting Vectren.com and clicking on [Access Online Account](#) in the top navigation bar then select [Billing and Payment Options](#).

What happens if I move?

If you stay in the Vectren Energy Delivery service territory, you can continue receiving an eBill. Visit Vectren.com and click on [Transfer Service](#).

Our Services

[Vectren Home](#)

Plan for the Future with Budget Bill

We realize that seasonal highs and lows can significantly impact your monthly energy bills. That's why we offer Budget Bill, so that you can effectively level your annual estimated bill throughout the year.

How does Budget Bill work?

Your monthly payments are based on past energy consumption **over twelve months** for the premise. In early summer, your Budget Bill recalculation will take place. Through this recalculation the following will occur:

If you paid for more gas (or electric where applicable) than you used, we'll recalculate your new Budget payment using your credit balance which may reduce your new Budget payment.

Or if your actual charges are greater than what you paid while on the Budget Bill plan, your new Budget payment may increase.

Ready to Enroll?

If you already have a Vectren online account, just login to [Manage My Billing](#), choose Payment Options, and sign up for Budget Bill.

Note: Residential customers, certain small business, small farms, schools and not-for-profit organizations in good financial standing with Vectren are eligible for Budget Bill. Vectren natural gas customers must have 5,000 CCF's or less of annual consumption to be eligible to enroll. Vectren electric customers must have 100,000 KWH or less of annual consumption to be eligible to enroll.

For more information, you can [email a Vectren e-Service Specialist](#) or you can call a Customer Service Specialist at 1-800-227-1376.

What if I am unable to make a payment?

You must pay your Budget payment in full, by the due date of the bill, each month. Otherwise, you may be dropped from the Budget Bill plan. If you are unable to make your payment, please [email a Vectren e-Service Specialist](#) or call a Customer Service Specialist at 1-800-227-1376.

What happens if I want to cancel my Budget Bill plan before the recalculation month?

Your account will be reconciled at that time by comparing your actual consumption to what you have paid on the Budget Bill plan.

If you have paid for more gas (or electric where applicable) than you have used, your account will be credited for the amount.

If you consumed more gas (or electric where applicable) than you have paid for, your next bill will reflect a balance due.

Can I re-enroll in the Budget Bill plan?

If you have been removed from Budget Billing for failure to pay your Budget payment, you must settle any past due charges before re-enrolling.

Can I enroll in Budget Bill and Auto Pay?

Yes.

Manage My Account...

- [Access Online Account](#)
- [Create Online Account](#)
- [New Utility Customers](#)
- [View My Bill Inserts](#)
- [Pay My Bill](#)
- [Understanding My Bill](#)
- [Billing and Payment Options](#)
- [Payment Arrangement](#)
- [Payment Extension](#)
- [Transfer Service](#)
- [Turn Off Service](#)

Managing your account is easier than ever. Use the following options to manage your Vectren Energy services:

Access Online Account

[Access Online Account](#) - Login to your online account to take advantage of your registered status.

Create Online Account

[Create Online Account](#) - Use Vectren.com to its fullest. Register for an online account today and see all that has to offer.

New Utility Customers

[New Utility Customers](#) - This section of Vectren.com will help you, our newest customer, complete a new service order and provide quick links to online features for Vectren Energy Delivery registered customers.

View My Bill Insert

[View My Bill Insert](#) - There is quite a bit of useful information in the inserts that come with your bill.

Interesting...

Make a Payment

[Make a payment](#) - pay your bill online with a check or credit card.

Billing & Payment Options

[Billing and Payment Options](#) - choose the billing and payment options that are best for you.

Payment Arrangement

If you're having trouble paying your bill in full, you can request a [payment arrangement](#) to fulfill your obligation over an extended period of time.

Payment Extension

If you need to extend the due date on your current monthly bill, a [payment extension](#) may be an option for you.

Transfer Service

Are you moving within our territory? Make your move easier - use our quick and easy form to [transfer your service](#).

Turn Off Service

If you are moving out of our territory, or simply need to close your account, use this form to [turn off service](#).

Vectren uses secure servers to protect the personal information that you enter on this site. [Please review our Privacy and Security Policy](#) to review the measures that we have taken to create a secure online environment.

ATMOS ENERGY (SOUTH & MIDWEST)

JDP South #5 and JDP Midwest #5

Notes:

Product or Service?	Login/Register	Online Payments	Auto Pay/Draft	Online Bill	Budget Plan	Mgmt/History
<p>Branded as Account Center. *Website is not regionalized.</p>	<p>Registration form has all input forms on one screen, and account number is asked for after username, password and email. Same form is used for residential or business.</p>	<p>Yes, you can make a one-time payment online with e-check, ATM/debit or CC – Note: you DON'T need to create an online account, just provide account number, last name and email address. It does not indicate a fee for any online payments, and appears payments are processed by Atoms. You can also make a donation.</p>	<p>Called "Automatic Payment Plan." You can sign up online and you do NOT need an online account to do so. You can set up payments with e-check (BA), ATM/Debit or CC. There is no fee to use, but if you use Debit/CC, you are automatically signed up for electronic billing.</p>	<p>Yes, referred to as "Electronic Billing Plan." You will get an email alert when bill is ready for online viewing with link to website. You need to have an online account to sign up for the plan, but you DON'T need to be logged in to sign up –you can just provide Account Center username when signing up.</p>	<p>Yes, called "Budget Billing Plan." They use a 12-month rolling average, so there is no re-adjustment period, which also means bills do change from month-to-month. You can sign up online and you do not need to have an online account to sign up.</p>	<p>Lets you see payment and billing history, graph consumption history, and perform an Energy Profile, and a "ClearBill" analysis (shows how weather affects your bill).</p>

Account login area on home

Only 4 main navigation areas.

HOME SERVICE

BUSINESS SERVICE

OTHER BUSINESSES

INVESTORS

Account Center

USERNAME

PASSWORD

0 of 8 characters

- > Register Now
- > Forgot Your Username?
- > Forgot Your Password?

MAKE A PAYMENT

CUSTOMER SERVICE
1-888-286-6700

SAVE MONEY ON NATURAL GAS APPLIANCES

Savvy consumers can take advantage of rebates and tax credits on qualifying natural gas heating systems and water heaters throughout 2010.

[Learn More](#)



FIND OUT

if your next home improvement purchase qualifies for a rebate or federal tax credit.

[LEARN MORE NOW](#)

ATMOS ENERGY SPOTLIGHT

EN ESPAÑOL



Safety & Reliability

Natural gas has the best safety and reliability record of all traditional energy sources. However, if you smell gas, leave the area and call 911.

> [Learn More](#)



Billing and Payment Options

Atmos Energy offers billing and payment options to help simplify your life - from recurring credit card payments to average billing. Sign up today!

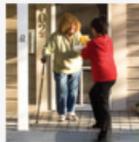
> [Learn More](#)



Learn While Having Fun

Children, parents and teachers can learn about natural gas while engaging in fun activities intended to promote safety and conservation.

> [Learn More](#)



Sharing the Warmth Program

You can help the elderly, the disabled and families in need to keep their homes warm by donating to your community's energy assistance program.

> [Learn More](#)



Understanding Your Bill

Understanding natural gas prices and the information on your gas bill are an important steps to maximizing the efficiency of your energy consumption.

> [Learn More](#)



Defend My Dividend

The dividend tax rate reduction benefits more than 27 million households - 65% of which have incomes less than \$100,000.

> [Learn More](#)

STOCK QUOTE

30.3600

Vol: 400918
NOV 15, 2010
03:00 PM CT

LATEST WEBCAST

Fiscal Year End and Fourth Quarter Earnings Conference Call
Thursday, November 4, 2010 10:00 A.M. ET

PUBLICATIONS

Publications and Filings
2009 Annual Report
Form 10-K
Proxy Statement

Called "Home Service" as opposed to "Residential."

 [GO](#)

- HOME SERVICE**
- BUSINESS SERVICE
- OTHER BUSINESSES
- INVESTORS

- > Account Center
- > Start Residential Service
- > Billing and Payment Options
- > Customer Service
- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

SAVE MONEY ON NATURAL GAS APPLIANCES

Savvy consumers can take advantage of rebates and tax credits on qualifying natural gas heating systems and water heaters throughout 2010.



FIND OUT
if your next home improvement purchase qualifies for a rebate or federal tax credit.

[LEARN MORE NOW](#)

Home Services

We'll always provide that hometown touch you've come to expect. Our 3.2 million customers know that being an Atmos Energy customer means you get efficient, dependable service when you need it.

We know that your time is important, and we do our best serve you as quickly as possible. When you contact us, you can depend on a prompt and personal response.

Although we are one of the largest gas distributors in the United States, you are our most important customer. Now, more than ever, we also want to make your interaction with us quick and easy; so, we've added our [account center](#) for online customer interaction.

Using our account center, you can pay your bill automatically with our automatic payment plan and you can receive your bill by e-mail with our electronic billing plan.

AUTHORIZED GAS DEALERS NETWORK

Count on an Atmos Energy Authorized Dealer when you need to purchase or repair a natural gas appliance, repair or install natural gas pipe, or to get energy-saving advice for your home.

> [More Info](#)

SIGN UP FOR BUDGET BILLING NOW!

You can smooth out your gas utility bill payments over the entire year to help manage your home or business with our budget billing plan.

> [More Info](#)

Additional Resources

- [Account Center](#)
- [Gas Rates & Tariffs](#)
- [Customer Information and Bill Inserts](#)
- [Frequently Asked Questions](#)

[EN ESPAÑOL](#)

Account Center
Access your Atmos Energy accounts online.

USERNAME

PASSWORD

0 of 8 characters

[GO](#)

- > [Register Now](#)
- > [Forgot Your Username?](#)
- > [Forgot Your Password?](#)
- > [Billing and Payment Options](#)
- > [Pay Your Bill](#)

Account login / register box on main Home Service page.

- > Account Center
- > Start Residential Service
- > Billing and Payment Options
 - > Make a One-Time Payment
 - > Multi-Plan Signup Form
 - > Payment Centers
- > Customer Service
- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

Billing and Payment Options

Atmos Energy offers billing and payment options to help simplify your life - from recurring credit card payments to average billing. Sign up today!

Make A One-Time Payment

Atmos Energy customers can conveniently pay their bill online using debit card, credit card, or checking account information. It's the fast and easy way to pay.

[> Make a one-time payment](#)

Pay by Telephone

Payments can be made by check or credit card by calling 1-888-286-6700.

[Phone System Shortcut](#) (.pdf) - Many customers like the convenience of using Atmos Energy's automated phone system. Click here for step-by-step instructions on how to speed through the system to make a bank draft payment. You can reduce the call time by about half.

Multi-Plan Signup Form

Conveniently enroll in the following plans using one [simple form](#).

- **Budget Billing Plan**
Our budget billing plan is an easy way for our residential customers to even out their gas bills on a year-round basis. The monthly budget billing payment is based on a rolling, 12-month average of your bill amount. (For our Texas customers, your monthly payment is based on a rolling, 12-month average of gas consumption.) If you have lived in your home less than 12 months, Atmos Energy will calculate your monthly payment or gas usage based on the home's previous 12-month history. The price of natural gas and how much gas is used will result in changes each month to the budget bill amount due. This average is recalculated each billing cycle, which will cause your payment amount to fluctuate somewhat from month to month, but it should help reduce your highest winter gas bills.
- **Electronic Billing Plan**
Our electronic billing plan makes it convenient for you to know when your latest bill is ready to be viewed. Sign up for this program and provide an e-mail address. We'll e-mail you a note when your bill is ready and include a link you can click on to go directly to it.
- **Automatic Payment Plan**
Enrolling in an automatic payment plan is convenient and simple - no checks to write and no worries about paying on time. Just sign up one time and your payment is automatically deducted from your financial institution each month.

[> Sign up now](#)

Locate a Payment Center Near You

Payment Centers
Independently operated payment centers are located throughout the areas we serve, making it easy and quick to pay your gas bill.

To locate a payment center in your area, [click here](#).

Additional Resources

- [Frequently Asked Questions: Bill Payment Options](#)
- [Automatic Payment Plan Terms & Conditions \(Credit/Debit Cards\)](#)
- [Automatic Payment Plan Terms & Conditions \(Checking/Savings\)](#)

Some of the documents on this page are presented in Adobe® Portable Document Format (PDF). To view a PDF file, you must have the Acrobat® Reader program, available for free by clicking the "Get Acrobat Reader" icon.



Interesting... wonder if they have VISA connection?

Chris Oberle/JD Powers talked about bundling payment options.

See FAQs on next screen.

- > [FAQ Main](#)
- > [Safety Information](#)
- > [Bill Payment Options](#)
- > [Payment Centers](#)
- > [Appliance Information](#)
- > [General Service Information](#)
- > [Energy Assistance](#)
- > [Energy Conservation Tips](#)

[EN ESPAÑOL](#)

FAQ: Bill Payment Options

- > [Can I pay my bill by phone?](#)
- > [Can I pay my bill online?](#)
- > [Can I pay by credit card or debit card?](#)
- > [Where do I mail my payment?](#)
- > [How do I pay by Automatic Payment Plan?](#)
- > [Can I use my credit card or debit card for the Automatic Payment Plan?](#)
- > [Where can I pay my bill in person?](#)

Atmos Energy offers several convenient ways to pay your bill, including by mail, by debit/credit card, by bank draft, online or in person. For more information on these payment options, please see the links below.

[\[top \]](#)

Can I pay my bill by phone?

You may call 1-888-286-6700 and follow the prompts to pay your bill using your financial account information through our secure telephone payment service or have one of our Customer Service Representatives process a payment for you.

[\[top \]](#)

Can I pay my bill online?

- Yes, you can pay online with a bank account, VISA, MasterCard, or debit card.
- You can select the Auto Pay option and enroll in automatic monthly payments where your payment will be electronically deducted from your financial institution each month.
Please note that it could take one billing cycle for your enrollment to be completed. You should continue to pay your bill until an Auto Pay message is displayed on your Atmos bill statement.

The screen shows the amount billed on my current month's Atmos Energy gas bill. Can I pay more or less than the amount due?

For one-time payments, you may pay up to 125% more than your current balance or 375% more than your average bill from the last 12 month period. Simply enter the amount you want to pay in the Payment Amount field. If you choose to pay less than the full amount, please be aware that a late payment charge, if applicable, may be applied to any unpaid balance, and collection action may be taken unless you have made a payment arrangement with us by calling our Customer Service Center at 1-888-286-6700. For Automatic payments, you will only be billed the Current Account balance each month.

There is a field that allows me to insert the date on which I want to pay my current month's Atmos Energy natural gas bill. Can I insert any date I want?

If you are making a one-time payment, the Payment Draft date will only be enabled if the payment method is an electronic check payment. You may choose any date you wish that is before your past due date. All payments are processed within one business day.

[\[top \]](#)

Can I pay by credit card or debit card?

Yes, qualified residential customers can now pay by Visa or MasterCard with **no extra fee**. You can pay online using a Visa or MasterCard credit card or debit card. You can make a one-time payment or set up Automated Payments using the information above. **Signing up for Automated Payments by credit/debit card also automatically enrolls residential customers in the E-Bill program.**

[\[top \]](#)

Where do I mail my payment?

To pay by mail, please return the lower portion of your statement along with a check or money order in the envelope provided with your bill. The remittance address below should show through the envelope window. If you do not have a return envelope with your statement, your payment should be mailed to:

Atmos Energy
PO Box 790311
St. Louis, MO 63179-0311

NOTE: Customers who mail their payment in an envelope that they address themselves or those who use a corporate billing system or outside bill-paying service must update to the new address shown above.

Overnight:

Atmos Energy #790311
1005 Convention Plaza
St. Louis, MO 63101
Phone - 1-888-286-6700

Atmos Energy recently updated our payment address. If your Atmos Energy payment is returned, please call our friendly customer service staff at 1-888-286-6700.

Please do not send cash. To ensure your payment is credited properly, please write your account number on your check or money order.

Mailed payments take an average of 7 to 10 days to reach us and to be recorded in our system. If there's not adequate time for your payment to reach us by mail, please use one of the other payment options listed.

[top]

How do I pay by an Automatic Payment Plan?

Our **Automatic Payment Plan** allows you to authorize the automatic transfer of funds directly from your financial institution to pay your Atmos Energy bill each month. Enroll today in an Automatic Payment Plan by signing up [here](#), log into your web account or by calling a Customer Support Representative at 1-888-286-6700.

[top]

Can I use my credit card or debit card for the Automatic Payment Plan?

Yes, qualified residential customers may use a Visa or MasterCard credit card or debit card with the Automatic Payment Plan. Automatic credit/debit card payments are convenient and simple. No checks to write. Nothing to mail. No worries about paying on time. Your monthly payments are deducted automatically from the credit/debit card account you choose. Enroll today in an Automatic Payment Plan by signing up [here](#), log into your web account or by calling a Customer Support Representative at 1-888-286-6700. [Enrolling in the Automatic Payment Plan via credit/debit card will also automatically enroll residential customers in the E-Bill program.](#)

[top]

Where can I pay my bill in person?

[Click here to view a list of the authorized payment centers](#) available in your area. You can search by address or zip code to find the payment center closest to you.

To make a payment by check at a payment center, you must have your current Atmos Energy bill stub. Otherwise, payments can be made with cash or certified funds, such as a cashier's check or money order. Payments made at a payment center may take up to 48 hours to post to our system.

If your account is due for disconnection, report the amount of your payment and receipt number to our Customer Support Center at **1-888-286-6700**.

NOTE: Most payment centers charge a service fee in addition to the amount due on your bill.

[top]

- > Account Center
- > Start Residential Service
- > Billing and Payment Options
 - > Make a One-Time Payment
 - > Multi-Plan Signup Form
- > Payment Centers
- > Customer Service
- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

Make A One-Time Payment

You don't need an online account - just your account number.

General Account Information:

Account Number*:

Last Name*:

Validate

E-mail Address*:

Customers will receive a confirmation message at the e-mail address on file for this account. If the e-mail address above is different from the e-mail address on file, both addresses will receive the confirmation message.

Payment Method

Select Payment Method*:

[More Info](#)

All payment options are allowed.

Electronic Check - An electronic transfer of funds in which the money is taken from a bank account.

ATM/Debit - A transaction where the transfer of money is debited from your bank account at the time of payment.

Credit Card - A transaction where the transfer of money is debited from your credit card at the time of payment.

Community Energy Assistance Contribution

You can help families in need to pay their gas bills by making a monthly contribution to your community's energy assistance program. Your donations stay in your area and are distributed by nonprofit agencies based on established program guidelines. Your donation may be tax deductible so please check with your tax consultant.

[Additional Information](#)

Donation Amount

\$1 \$5 \$10

\$20 \$50 [Roundup](#)

Other, please enter amount:

Payment Amount

Payment Draft Date*:

Past Due After*:

Payment Amount*:

Your Payment:

\$0.00

Grand Total:

Submit Payment

You can make a donation with your payment.

- > Account Center
- > Start Residential Service
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- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

EN ESPAÑOL

Billing Options: Multi-Plan Signup Form

Same sign-up form for all 3 plans.

You are enrolling in:

Electronic Billing Plan

Budget Billing Plan

Automatic Payment Plan

You need to enter account info and "Validate" before you can use the rest of this form.
Note: you only need an online account to sign up for E-billing, not to sign up for budget billing or Automatic payments.

General Account Information

Account Number*:

Last Name*:

E-mail Address*:

All future e-mail communications including notifications, monthly e-bills, payment confirmations, etc. will be sent to this e-mail address. If you would like e-mail communications sent to a different address, please use it here.

Electronic Billing Plan [\(show details\)](#)

Yes, I want to enroll in the electronic billing plan.

Account Center Username*:

When you click on "show details" or "more info" it displays on this same page (see next screen).

Budget Billing Plan [\(show details\)](#)

Yes, I want to enroll in the budget billing plan.

Automatic Payment Plan [\(show details\)](#)

Yes, I want to enroll in the automatic payment plan.

Select Payment Method*: [More Info](#)

Community Energy Assistance Contribution

You can help families in need to pay their gas bills by making a monthly contribution to your community's energy assistance program. Your donations stay in your area and are distributed by nonprofit agencies based on established program guidelines. You will receive a statement in January for tax purposes. Your donation may be tax deductible so please check with your tax consultant. For additional information, [click here](#).

Donation Amount

\$1 \$5 \$10

\$20 \$50 Roundup

If other, please enter amount:

- > Account Center
- > Start Residential Service
- > Billing and Payment Options
 - > Make a One-Time Payment
 - > Multi-Plan Signup Form
- > Payment Centers
- > Customer Service
- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

Billing Options: Multi-Plan Signup Form

You are enrolling in:

Electronic Billing Plan
 Budget Billing Plan
 Automatic Payment Plan

General Account Information

Account Number*:

Last Name*:

E-mail Address*:

All future e-mail communications including notifications, monthly e-bills, payment confirmations, etc. will be sent to this e-mail address. If you would like e-mail communications sent to a different address, please use it here.

Electronic Billing Plan (hide details)

Yes, I want to enroll in the electronic billing plan.

The electronic billing plan makes it even more convenient for you to know when your latest bill is ready to be viewed. Sign up for this program and provide us an e-mail address. We'll e-mail you a note when your bill is ready and include a link you can click on to go directly to it.

You must be registered with the account center to sign up for the electronic billing plan. To register for the account center and obtain an account center username, [click here](#).

Account Center Username*:

You need an online account to sign-up for e-billing, but you DO NOT need to be logged into the account to sign up.

Same page as last screen with "show details" displayed.

Budget Billing Plan (hide details)

Yes, I want to enroll in the budget billing plan.

Our budget billing plan is an easy way for our residential customers to even out their gas bills on a year-round basis. The monthly budget billing payment is based on a rolling, 12-month average of your bill amount. (For our Texas customers, your monthly payment is based on a rolling, 12-month average of gas consumption.) If you have lived in your home less than 12 months, Atmos Energy will calculate your monthly payment or gas usage based on the home's previous 12-month history. The price of natural gas and how much gas is used will result in changes each month to the budget bill amount due. This average is recalculated each billing cycle, which will cause your payment amount to fluctuate somewhat from month to month, but it should help reduce your highest winter gas bills.

The budget billing plan does not have an annual settle up month, as our budget billing customers may have seen in the past, but instead continues until the account is inactivated, or budget billing is removed from the account.

The earliest enrollment in the budget billing plan will take effect is your next bill date. The status flag on the main page of the [account center](#) will not change until the next bill date after your account has been successfully setup on the plan.

Automatic Payment Plan (hide details)

Yes, I want to enroll in the automatic payment plan.

For qualified residential customers, enrolling in an automatic payment plan is convenient, free and simple - no checks to write and no worries about paying on time. Just sign up one time and your payment is automatically deducted from your financial institution each month, with no fee to customers. Enrolling in the automatic payment plan via credit/debit card will also automatically enroll residential customers in the E-Bill program.

Select Payment Method*: [More Info](#)

Electronic Check - An electronic transfer of funds in which the money is taken from a bank account.

ATM/Debit - A transaction where the transfer of money is debited from your bank account at the time of payment.

Credit Card - A transaction where the transfer of money is debited from your credit card at the time of payment.

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Donation Amount

\$1 \$5 \$10
 \$20 \$50 Roundup

If other, please enter amount:

- > [Account Center](#)
- > [Start Residential Service](#)
- > [Billing and Payment Options](#)
- > [Customer Service](#)
 - > [Bill Inserts](#)
 - > [Your Bill Explained](#)
 - > [Natural Gas Prices](#)
 - > [What Customers Are Saying](#)
 - > [Fraud Alert](#)
- > [Safety & Reliability](#)
- > [Manage Energy Use](#)
- > [Why Choose Gas](#)
- > [Locate an Authorized Gas Dealer](#)
- > [Energy Efficiency Programs](#)
- > [Energy Assistance](#)

Customer Service

Atmos Energy is dedicated to delivering natural gas to your home or business safely and reliably. We strive to provide our customers with the highest level of service possible and to achieve customer satisfaction.

Some of the services we offer include:

- [Billing and payment options](#) to meet your needs
- Our [account center](#) allows you to manage your Atmos Energy account online
- Referrals to [energy assistance agencies](#) in your area
- [Safety messages/information](#) to help you and your family safely use natural gas
- [Tips](#) to help you save money on your energy bills
- Resources connecting [builders and developers](#) with our service representatives

Customer Messages and Bill Inserts

To provide up-to-date information to our customers, the inserts and announcements enclosed in our monthly bills are available online.

- > [Customer Messages and Bill Inserts](#)

Understanding Your Gas Bill

Understanding your gas bill is an important step to maximizing the efficiency of your energy consumption. View the details on a sample bill to understand the charges for distributing natural gas to you, cost for the natural gas based on the volume consumed, plus any taxes, franchise fees or other charges.

- > [Your Bill Explained](#)

Additional Resources

Start new service

If you're starting new service, you can either submit a request through our [Connection Center](#), or [give us a call](#) and we'll set up your account quickly.

[Phone System Shortcut](#) (.pdf) - Speed through our phone system to make a bank draft payment.

[Gas Rates & Tariffs](#)

[Customer Information and Bill Inserts](#)

[Frequently Asked Questions](#)

Some of the documents on this page are presented in Adobe® Portable Document Format (PDF). To view a PDF file, you must have the Acrobat® Reader program, available for free by clicking the "Get Acrobat Reader" icon.

[EN ESPAÑOL](#)

CUSTOMER SERVICE
1-888-286-6700

MY E-ACCOUNT

Access your Atmos Energy accounts online.

USERNAME

PASSWORD

- > [Register Now](#)
- > [Forgot Your Username?](#)
- > [Forgot Your Password?](#)

[GO](#)

MY E-ACCOUNT FEATURES INCLUDE

- > [Budget Billing Plan](#)
- > [Automatic Billing Plan](#)
- > [Electronic Billing Plan](#)
- > [Pay/View My Bill](#)

Account login and reasons to create an account are prominent on Customer Service page.