



SENIOR PLANET

Aging with Attitude

Balance Your Budget by Paying Your Energy Bill Online



Advantages of Using Your Online Account

- Access your account 24/7
- See when your next bill is due
- Send a payment immediately, schedule a payment, or set up auto pay
- Pay with credit card or from a bank account
- Enroll in paperless billing
- Enroll in budget billing
- Download a PDF of your bill
- Better understand your energy use through color charts and graphs

To get started with your online account, you'll need a few things:

- 1 Internet access
- 2 Email address you use

Powered by

OATS

OLDER ADULTS
TECHNOLOGY
SERVICES™

MONTGOMERY
energy
connection
YOUR LINK TO ENERGY SAVINGS

Setting Up Your Online Account

Additionally, you may be asked for any combination of the following information. It's a good idea to have a recent bill on-hand when you sign up for online access.

- 1 Account number
- 2 Zip Code
- 3 Most recent amount paid and date paid
- 4 Phone number and last 4 digits of your social security number



An Exelon Company

Your electric bill - Jul 2017
for the period **June 6, 2017 to July 6, 2017**

03 10000008 000000013



Energy for a Changing World.®

PEPCO MD CUSTOMER R

Account number: 0123 4567 890

Your service address: 123 MAIN ST
BETHESDA MD 20814

Bill Issue date: Jul 7, 2017

Summary of your charges

Balance from your last bill	\$56.07
Your payment(s) - thank you	\$56.07-
Balance forward as of Jul 7, 2017	\$0.00
New electric charges	\$67.04
Total amount due by Jul 28, 2017	\$67.04

After Jul 28, 2017, a Late Payment Charge of \$1.40 will be added, increasing the amount due to \$95.69.

Your smart electric meter is read wirelessly. Visit My Account at pepco.com to view your daily and hourly energy usage.

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

Follow us on Twitter at twitter.com/PepcoConnect. Like us on Facebook at facebook.com/PepcoConnect.

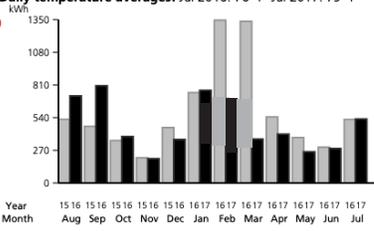
The EmPOWER MD charge funds programs that can help you reduce your energy consumption and save you money. For more information, including how to participate, go to pepco.com/saveenergy.

How to contact us

Customer Service (Mon-Fri, 7am - 8 pm) **202-833-7500**
 Hearing Impaired (TTY) **202-872-2369**
 ¿Problemas con la factura? **202-872-4641**
 Electric emergencies & outages (24 hours) **1-877-737-2662**
 Visit pepco.com for service, billing and correspondence information.

Your monthly Electricity use in kWh

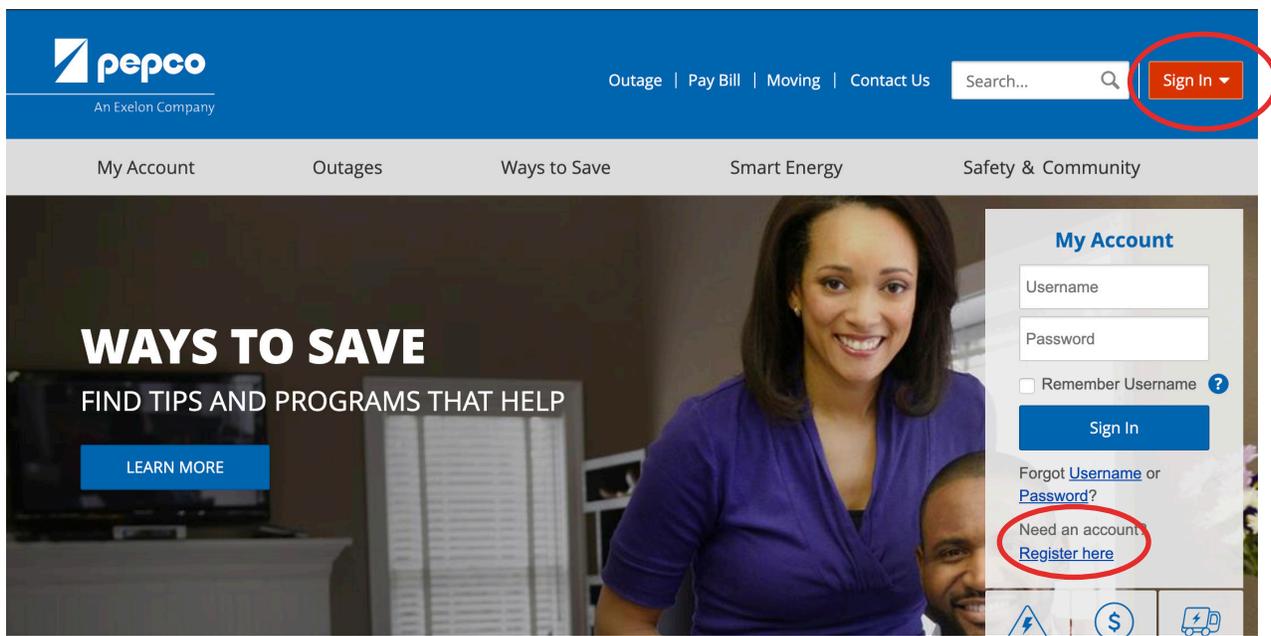
Daily temperature averages: Jul 2016: 76° F Jul 2017: 79° F



Year Month: 15 16 15 16 15 16 15 16 15 16 16 17 16 17 16 17 16 17 16 17 16 17

Getting Started

- 1 Go to your energy provider's website. You can find the website on your paper bill. For example, the Pepco bill on the previous page includes it under the "How to contact us" section.
- 2 From the homepage click on **Sign in** or **Sign up**.
- 3 Look for language like **Register your online account** or **Sign up**. In this case it's **Register here**.



4 Select **Residential**.

Register



Residential or Business

Manage your Pepco service and pay bills. Report a power outage and check the status of your power. Get access to usage information and comparison tools.



Property Manager or Landlord

Landlords and property owners/managers can manage their accounts online by registering for Property Manager Online Services (PMOS).

5 **User Registration.** This is an example of the type of information you may be asked for. Provide requested information and continue to respond to prompts.

User Registration - Residential or Small Business

Account Validation

Note: Either Phone Number and last 4 digits of your Social Security Number or Business Tax ID; or Account Number, Total Amount Due, and Billing Period to Date is required.

Primary Phone Number: *

Last 4 digits of primary account holder's Social Security Number or Business Tax ID.

OR

From any of your last 2 bills, please enter the following:
[How do I find this information?](#)

Account Number: *

Total Amount Due: *

Billing Period to Date: *

Cancel
Continue ▶

- 6** Enter the requested information. Write down your username (email) and password in the space below.

Username:

Password:

User Registration - Residential or Small Business

Account Validation

Login Information

First Name: *	Last Name: *
<input type="text"/>	<input type="text"/>
Username (Email Address): *	Confirm Username: *
<input type="text"/>	<input type="text"/>
Password: *	Confirm Password: *
<input type="password"/>	<input type="password"/>

Password must contain 8-16 characters only, must not contain spaces or match your username, and must satisfy at least three (3) of the criteria below:

- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one number
- Contain at least one special character

Account Nickname:

Select your security questions and enter each corresponding answer.

Security Question 1: *

Security Answer 1: *

- 5** If you are prompted to accept the terms and conditions, click **Yes**.
- 6** You will most likely receive a verification email from your energy company. This serves as confirmation that you've entered your information accurately.

You may be required to click on a verification link to confirm your information. Check your Spam folder if you don't see the email in your inbox.

User Registration - Residential or Small Business

Account Validation

Login Information

Transfer Terms & Legal Disclaimer

Confirmation

Please check your email for a confirmation message to verify your registration.

That email will contain a link. Please complete your registration and validate your email address by clicking on the link or copying and pasting the link into an internet browser.

If your email address is not verified, your Paperless eBill enrollment will not be completed.

If you do not verify your registration within 48 hours, you will be required to register again.

Did not receive the confirmation email? [Resend Email](#)

Note: Please be sure to check your spam/junk mail folders for the confirmation email.

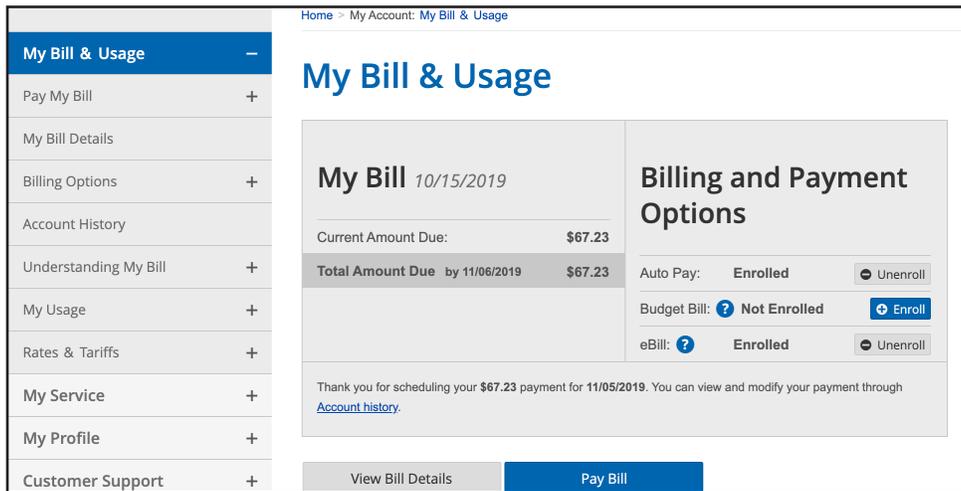
Common Information across Paper and Online Bill

- **Account Number:** One of the ways your energy company identifies its customers and their energy consumption.
- **Due Date:** The date payment of your bill is due.
- **Billing Period:** Time period for which your current charges were calculated.
- **Usage Information:** Your electricity usage during the billing period. This also lets you know if your usage was based on an actual meter reading or an estimate.
- **Usage History:** This information is frequently displayed as a chart or graph detailing your usage over the previous 13 months. Details include:
 - Average daily & monthly use
 - Average daily temperature
 - Number of days in billing period
- **Charges:** Breakdown of energy usage and surcharges and fees that are added to your bill.
- **Contact Information:** Phone numbers, websites, and mailing addresses for your energy company.
- **Calculated Costs:** Another view to see how the costs are calculated based on your electricity usage per day.
- **Breakdown of Electric vs Gas Costs:** If your energy company supplies both electric and natural gas to your house, you'll see a breakdown of costs.

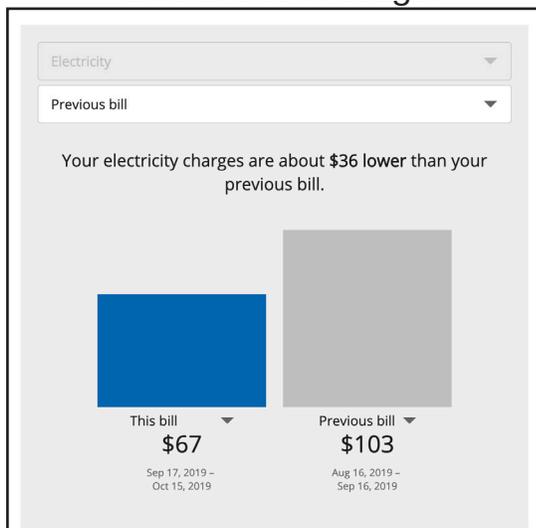
Understanding Charts and Graphs of Usage

Your energy usage is generally displayed in charts and graphs in your bill. By viewing and paying your bill online, you can see the graphs and charts in full color and easily zoom in on the information on your screen by using the **CTRL +** function on your keyboard.

- 1 When you log in to your account, you'll see an overview, similar to the first page of your paper bill.



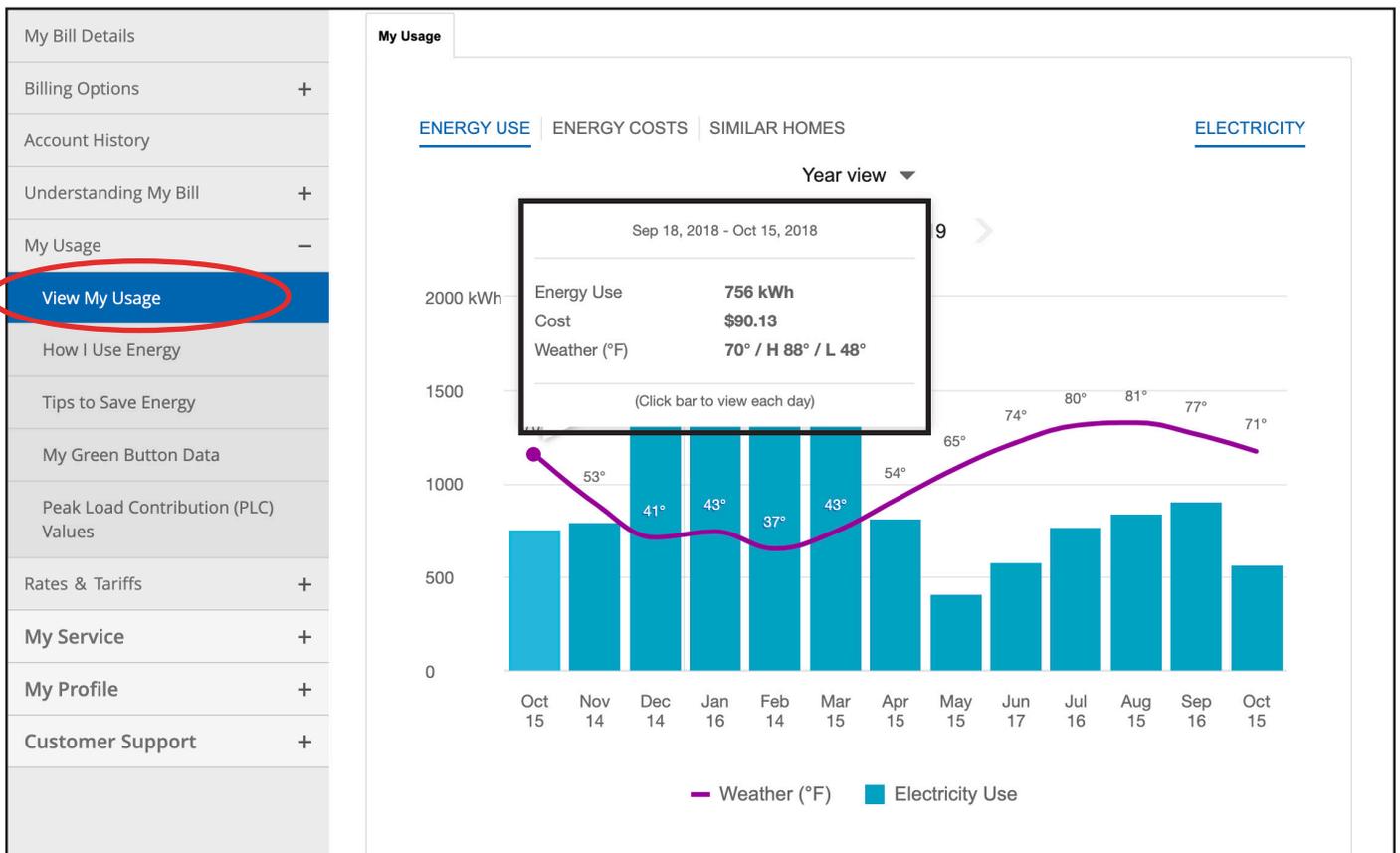
- 2 Easily compare usage from month to month with possible explanations for differences in usage.



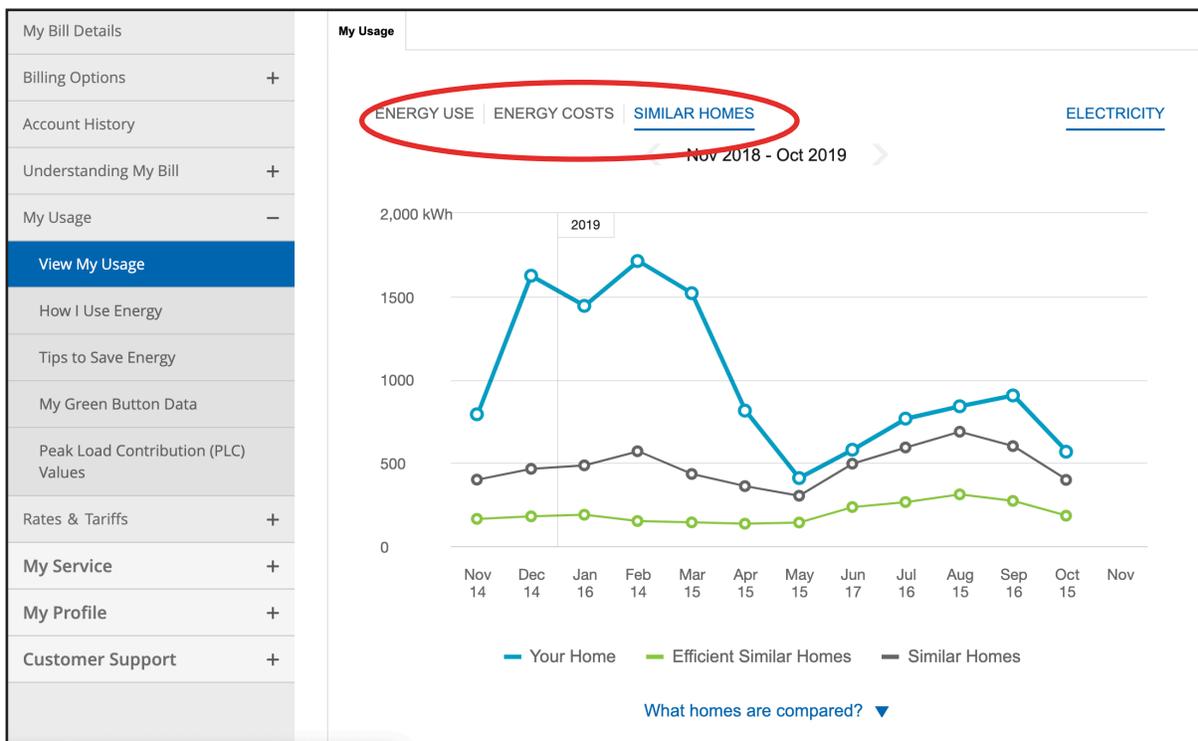
Likely reasons your electricity charges are about \$36 less:	
Weather	- \$39.89
You used less electricity due to changes in weather.	
Bill period	- \$9.72
You used less electricity because this bill period was 3 shorter.	
Other energy use	+ \$13.17
Your charges increased based on how you used energy. Explore your energy use.	
Total:	- \$36.44

3 Look for a tab or section that is called **Energy Usage** or something similar to see more details about your usage. In this first chart you see:

- A yearly overview of your usage
- Energy use for the current billing period in kWh
- Energy cost
- Average temperature

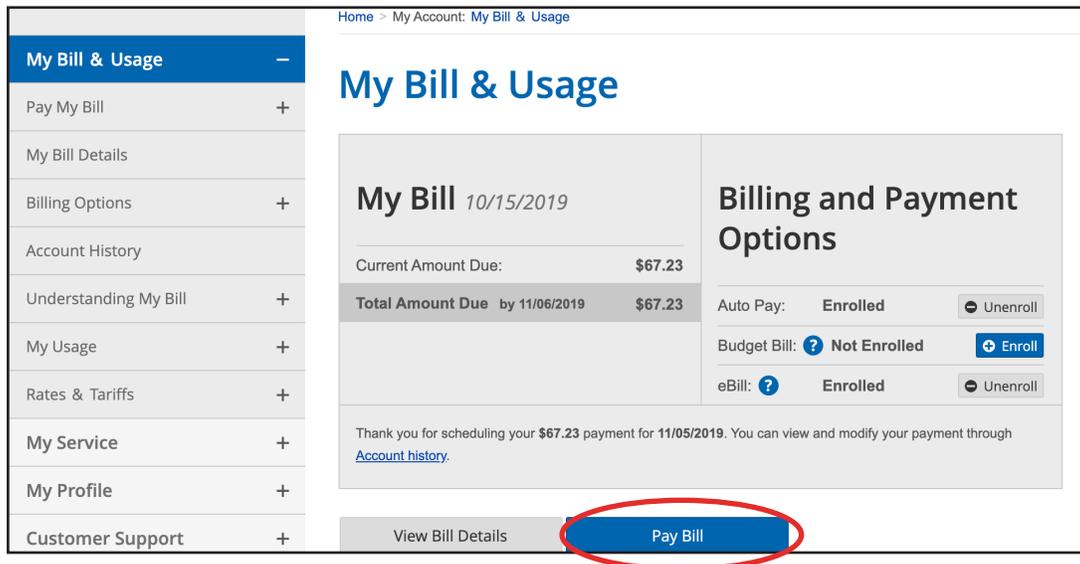


- 4** The graph below shows you how your usage compares to similar homes serviced by your energy company. You can toggle between the different graphs by clicking on the appropriate tab.



Pay Your Bill Online

- 1 Make sure that you're viewing the **My Bill** section of the website. To navigate here, look for **My Bill** or **Pay Bill**, or similar language.



Home > My Account: My Bill & Usage

My Bill & Usage

My Bill 10/15/2019

Current Amount Due: **\$67.23**

Total Amount Due by 11/06/2019 **\$67.23**

Billing and Payment Options

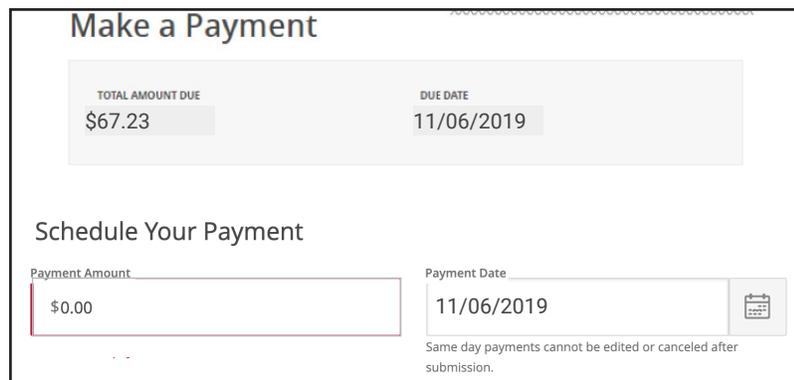
Auto Pay: **Enrolled**

Budget Bill: **Not Enrolled**

eBill: **Enrolled**

Thank you for scheduling your \$67.23 payment for 11/05/2019. You can view and modify your payment through [Account history](#).

- 2 Enter the amount you owe and select the date you'd like to send the payment. Make sure it's on or before your due date to avoid a late fee.



Make a Payment

TOTAL AMOUNT DUE: **\$67.23**

DUE DATE: **11/06/2019**

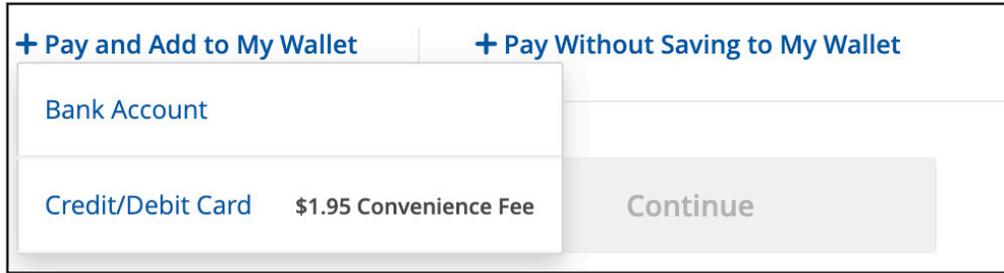
Schedule Your Payment

Payment Amount:

Payment Date:

Same day payments cannot be edited or canceled after submission.

- 3** Set up your payment by selecting a payment method. See details below for adding a credit / debit card and bank account. Note: You only need to select and add information for one payment method.

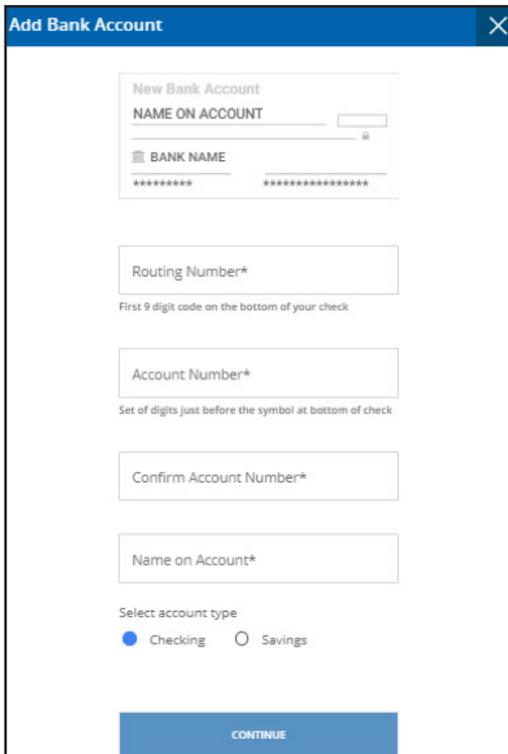


+ Pay and Add to My Wallet
 + Pay Without Saving to My Wallet

Bank Account

Credit/Debit Card \$1.95 Convenience Fee

Continue



Add Bank Account [X]

New Bank Account

NAME ON ACCOUNT

BANK NAME

Routing Number*
First 9 digit code on the bottom of your check

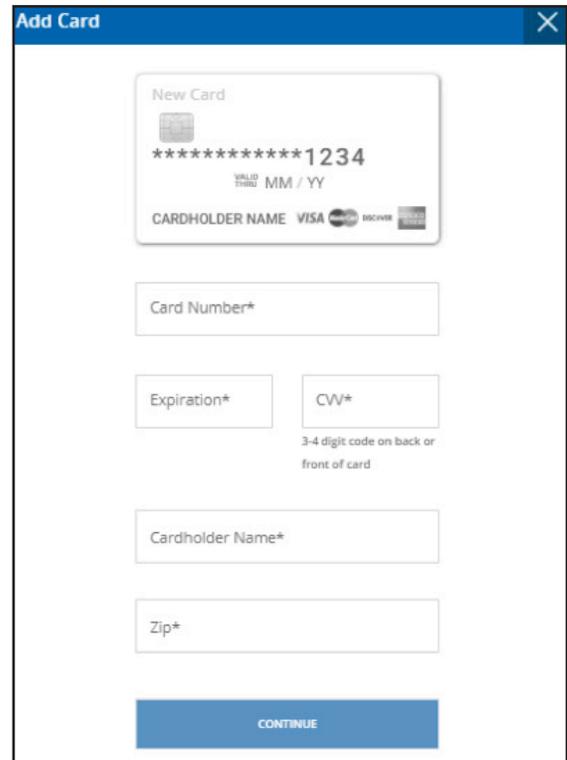
Account Number*
Set of digits just before the symbol at bottom of check

Confirm Account Number*

Name on Account*

Select account type
 Checking Savings

CONTINUE



Add Card [X]

New Card

VALID THRU MM / YY

*****1234

CARDHOLDER NAME VISA DISCOVER

Card Number*

Expiration* CW*
3-4 digit code on back or front of card

Cardholder Name*

Zip*

CONTINUE

- 4** Review and submit your payment. You should receive an email confirmation once the payment has gone through!