

# Paperless Billing



## Go paperless to support local food banks!

ERTH Power has launched a campaign to encourage customers to sign up for paperless eBilling in support of select local food banks within the ERTH Power service territory. For every new eBilling registration during the months of November and December 2022, ERTH Power will donate \$10 to various community food banks. The campaign is intended to help reduce paper clutter and the environmental impacts of paper billing while supporting the community.

The campaign will run from November 1, 2022 to December 31, 2022. Signing up for eBilling is quick and easy. Simply follow the instructions below to sign up through MyAccount or call our Customer Service Team at 1-877-850-3128.

**Take advantage of paperless**

# eBilling!

Enjoy the perks of paperless, while helping to protect our community and the environment.

- **CONVENIENCE**– Access your online account 24 hours a day, 7 days a week – from anywhere.
- **CONTACTLESS** – Reduce physical touch points during the pandemic
- **PROTECT THE ENVIRONMENT** – Save trees and reduce our environmental impact by eliminating paper and waste
- **FIND SAVINGS** – Monitor and compare usage data to find savings opportunities

## Sign up for eBilling

**Signing up for eBilling is quick and easy!**

To sign up for paperless eBilling, you must first Register for MyAccount. Before you get started, please have your most recent bill handy to complete the registration form. When completing the registration form, make sure to select “Yes I want Paperless” in the Paperless Billing section.

Register for MyAccount

## Already registered for MyAccount?

If you are already registered with MyAccount and would like to switch to paperless billing, follow these easy steps:

1. Login to MyAccount
2. On the dashboard, select Profile
3. In the Paperless Billing section, select “Yes, I want Paperless”
4. Enter your current password
5. Click Update My Profile

Login to MyAccount

You should begin receiving a paperless bill in your next billing period. If you do not receive your bill, please contact our Customer Service team at 1-877-850-3128.

## **How to reset your MyAccount password**

If it is your first time logging in to MyAccount or you have forgotten your password, you can reset your password by clicking “Forgot Your Password” on the MyAccount login page and follow the steps. Watch the tutorial video below to learn more.

[View Video](#)

## **Update the email address on your ERTH Power account**

If you need to update the email address on your ERTH Power account, please complete the Email Update Request Form or contact the ERTH Power Customer Service team.

## **Change your billing preference**

If you are registered with MyAccount, you can login to **MyAccount** and update your billing preference at any time under **Profile settings**.

If you would like to opt out of paperless eBilling and continue receiving a paper bill, you may complete our Keep Paper form.