

## Frequently Asked Questions – eBill/Portal

### ***When can I expect to receive my first eBill?***

Once your account is activated, your next bill will be sent to you electronically.

### ***How will I be notified that I have a new eBill?***

You will be notified via email that your eBill is ready to be viewed. The email will be sent to the email address that was provided at the time of registration.

### ***When I try to register I get an error “Utility Account not recognized”, what should I do?***

The information you entered during registration must match the information that appears on your most recent bill.

### ***How do I view my eBills?***

On the utility website, click on ‘View Your eBill now’. You will be redirected where you will be asked to enter your e-billing credentials. Once logged in, click on ‘View Bill’ under the ‘Current Bill’ section.

### ***Can I see my outstanding account balance online?***

You can view the outstanding balance as of your most recent statement date.


### ***How do I save a copy of my eBill to my computer?***

When the eBill is open, click  on the toolbar, select the folder and click Save.

### ***How do I print my eBill?***

When the eBill is open, click  on the toolbar.

### ***How do I return to my paper bills?***

In order to return to paper bills you will need to close your online account. Click on ‘Update Your Account’ and enter your password to get to the ‘Edit your Portal Account’ page. Select the account you wish to return to paper bills under Remove Account and click .

*You can re-register at any time to return to online access but your past bills will no longer be available.*

### ***How do I change my email address?***

Log into your account and click on the 'Update Your Account' and enter the password. After entering your password you will be presented with the 'Editing your Portal Account' page where you will be able to change your email address.

### ***I forgot my password, how do I reset?***

On the main login page click 'Forgot your Password'. Enter the email address used to register and press on the 'Continue' button. A temporary password will be sent to you via email.

Open the email and click on the link provided in the email to be sent to the reset password page. Enter your email and the temporary password that was included in the email and click 'Login'. You will be asked to enter and confirm a new password. You will enter your account once the new password is confirmed.

### ***Can I view my invoice on my smart phone?***

We currently do not support smart phone devices.

### ***I cannot login to the Portal after registration.***

In order to complete your registration you must click on the link in the registration email you received after signing up for eBilling. This link will prompt you to create a password. By setting a password you will have completed the final step in the registration process.

*Please note that there is a 24-hour window to complete the registration process. If you fail to complete the registration within that time frame you will have to begin your registration again.*

### ***I have not received an email notification indicating a new eBill is available.***

In some cases, the email notification may be classified as junk email. In order to avoid this situation please ensure you review your Junk email settings with your email provider.

### ***I just signed up for e-Billing. Why can't I see my previous bills?***

You will only see your electronic bills that were sent after registration.

***I am unable to access my bill / eBill portal, what can I do?***

There are 3 main reasons why you are experiencing issues while attempting to access your ebill via the portal.

1. Ensure that your browser accepts cookies. If you are unsure how to enable this feature please check your browser's help section.
2. You may be experiencing difficulties related to your firewall. This security feature may block traffic to the eBill portal. This situation is most commonly seen when one attempts to access the portal from a work place station. In order to resolve this issue you will need to contact your work place IT team.
3. Your browser may be set to download attachments instead of opening them immediately. Check the temporary download folder to determine if the attachment has been downloaded.

\*\* If the above resolutions do not resolve the issues, then please obtain the following information:

Browser name

Browser version

Adobe Version

Error message

Description of problem

Please send information to Grimsby Power for investigation.