MyAccount User Guide
A step-by-step guide to EWEB's Online Customer Portal
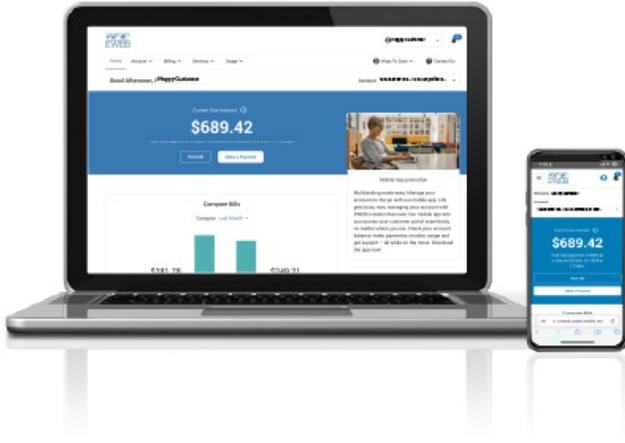
Welcome to the MyAccount User Guide. Here you will find step-by-step instructions on how to use EWEB's new online customer portal, including:

- Accessing the MyAccount dashboard (page 1)
- Registering your account for the first time (page 3)
- Applying for EWEB Customer Care (page 11)

Coming soon, instructions on how to:
- Sign up for Autopay
- Enroll in Paperless Billing, or change your bill type preference
- Apply for energy efficiency and water conservation rebates & loans
- Enroll in environmental programs to reduce your carbon footprint

What is MyAccount?

MyAccount is EWEB's online customer portal, where you can view and pay your bill, apply for rebates and loans, compare your monthly usage and more. EWEB upgraded our portal to the current system in December 2024, this upgrade gives EWEB the ability to expand our customer programs and services in the future. In coming months we'll introduce new features that will give you more control and flexibility in managing your account.

Access the MyAccount dashboard directly at www.MyAccount.eweb.org or navigate there from www.eweb.org and click on Login/Pay at the top right corner.

How do I access MyAccount?

Access the MyAccount dashboard directly at www.MyAccount.eweb.org or navigate there from www.eweb.org and click on Login/Pay at the top right corner.

Accessing MyAccount from a desktop

You can access the MyAccount dashboard from your desktop computer using two methods.
1. Use the direct URL,
   www.MyAccount.eweb.org
2. Navigate there from EWEB's website, www.eweb.org and click on the Login/Pay link in the top right corner (see image), or from the Popular Links menu below the banner labeled "Pay My Bill."
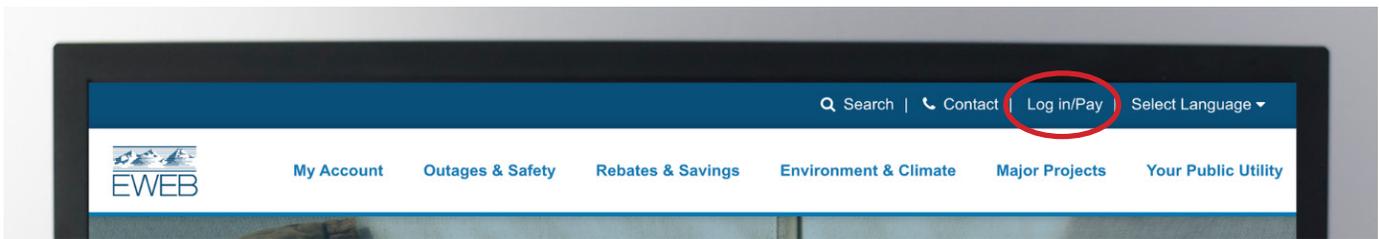
Accessing MyAccount from a mobile device

You can access the MyAccount dashboard from your mobile device using two methods.
1. Use the direct URL, www.MyAccount.eweb.org
2. Navigate their from EWEB's website, www.eweb.org, using the main menu, see steps below, or from the Popular Links menu below the banner labeled "Pay My Bill."

Select the three horizontal lines in the top right corner to open the drop down menu.

Scroll down and select "Log in/Pay" from the menu.
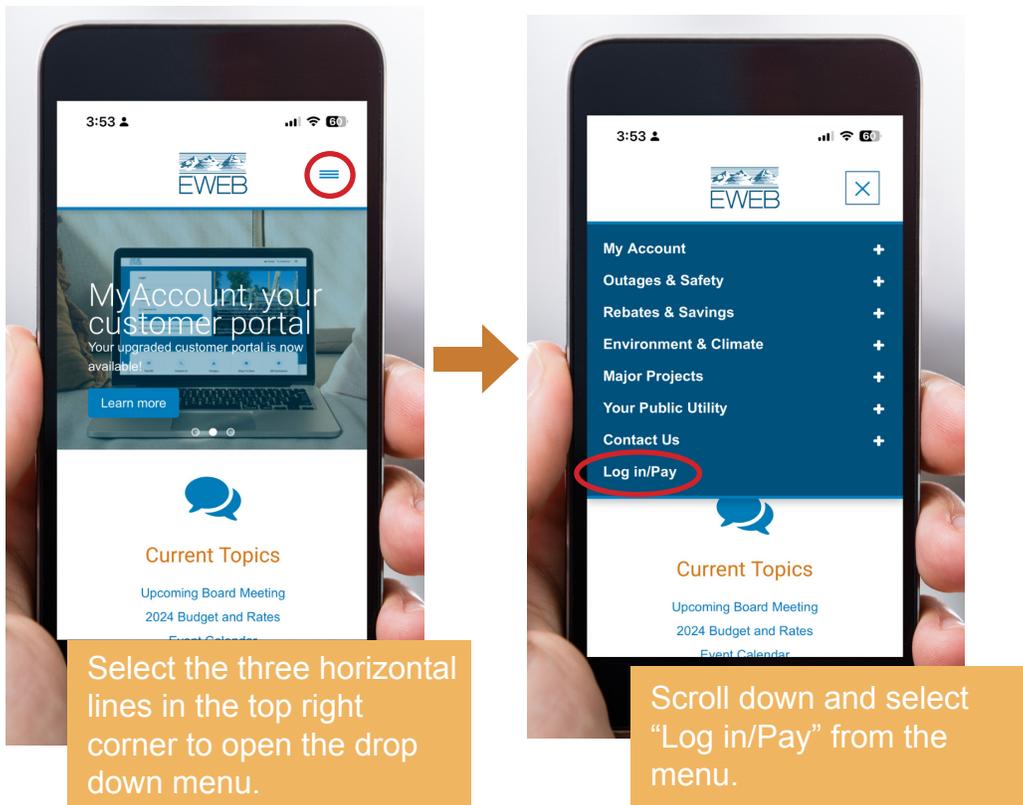
The login page for EWEB's MyAccount portal will display:
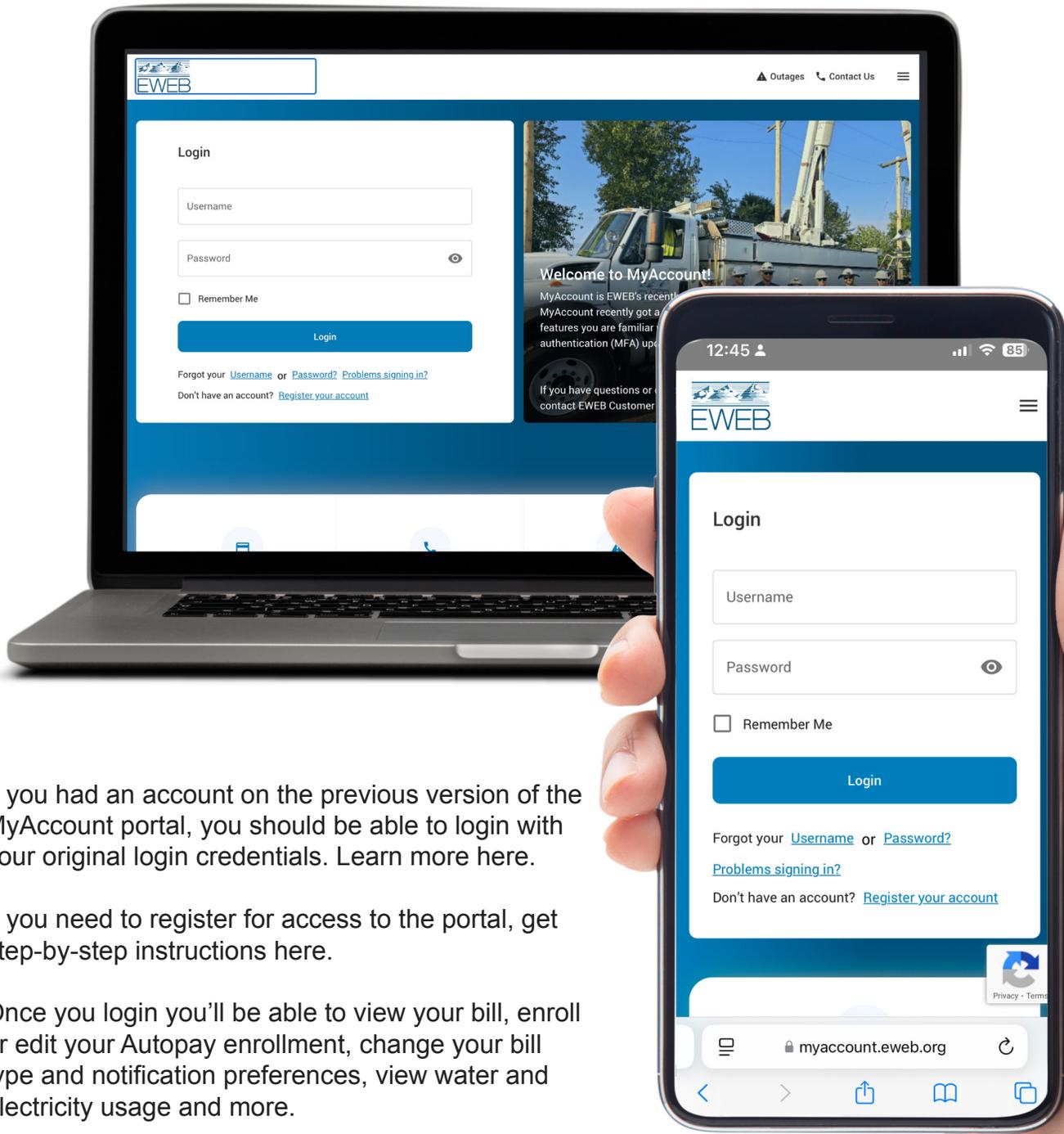
If you had an account on the previous version of the MyAccount portal, you should be able to login with your original login credentials. Learn more here.

If you need to register for access to the portal, get step-by-step instructions here.

Once you login you'll be able to view your bill, enroll or edit your Autopay enrollment, change your bill type and notification preferences, view water and electricity usage and more.

Most customer programs enrollment and applications are now accepted through the portal. Learn how to apply for rebates, loans, bill assistance and more here.

Register your account on MyAccount portal

Once you have accessed the MyAccount portal login screen, you can register your account in order to access all the portal features.

To register your account you will need the following information:
• EWEB Account Number
• Zipcode for the address you are receiving services at

Note, we recommend using a desktop to complete account registration if possible.

Step One:

From the portal login screen, select "Register your account" under the blue login button.
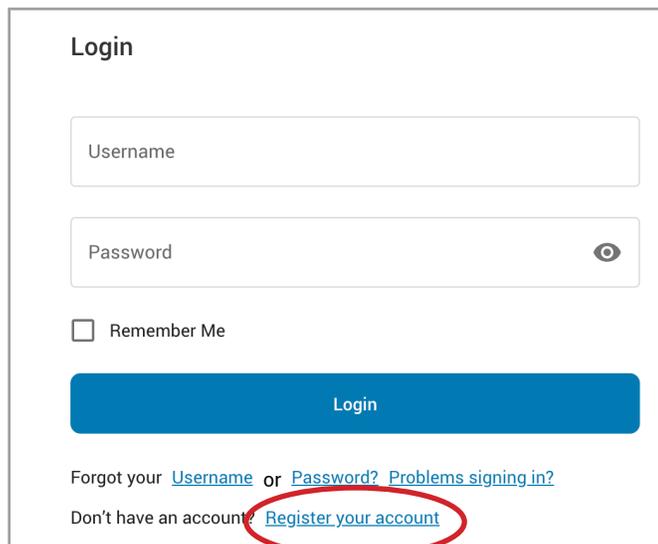
Login

Username

Password 👁

☐ Remember Me

Login

Forgot your <u>Username</u> or <u>Password?</u> <u>Problems signing in?</u>

Don't have an account? <u>Register your account</u>

Step Two:

Enter your account information and hit "next."
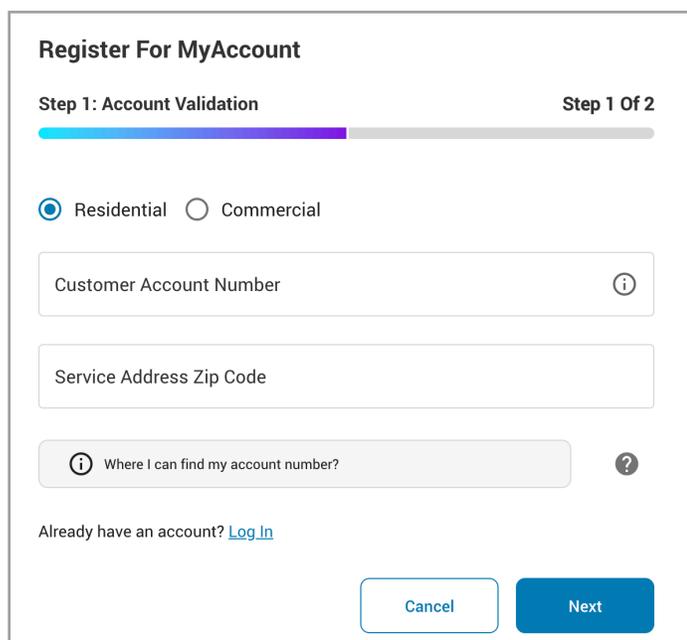
Register For MyAccount

Step 1: Account Validation   **Step 1 Of 2**

◉ Residential   ◯ Commercial

Customer Account Number   ⓘ

Service Address Zip Code

ⓘ Where I can find my account number?   ❓

Already have an account? <u>Log In</u>

Cancel   **Next**

Unsure if you are a residential or commercial customer? Consider what information you provided EWEB when you requested to start services.
• SSN/EIN = Residential account
• Tax ID = Commercial account

For additional assistance contact customer service at
(541) 685-7000, option 3.

Step Three:

Create a username and password, then select your notification and billing preferences, agree to terms & conditions and hit "Register."

Register For MyAccount

Profile Sign Up   Step 2 Of 2

First Name

Last Name

Username ⬤

Password ⬤ 👁

Confirm Password 👁

Verify Your Contact Information

Email Address

Mobile Contact Number

Landline Contact Number (Optional)

Set your Notification Preference ⬤

☐ Sign up for billing and payment notifications

Set your Billing Preference ⬤

This selection will apply to all associated accounts and can be changed by logging into the portal after registration is complete.

◉ Paperless Bill   ○ Paper Bill   ○ Both

☐ I agree to the Terms & Conditions

[Back]   [**Register**]

Username must meet the following requirement
Minimum 5 characters
Maximum 40 characters
"Number and/or"
"Alphabet and/or"
"Special Characters _\.&+@-*$ "
"No space allowed"

No space allowed
Password must meet the following requirement

✕ Minimum 8 characters (32 maximum)
✕ At least 1 lowercase letter
✕ At least 1 uppercase letter
✕ At least 1 number
✕ At least 1 allowed special character
!#$%&*+-=?^_`{|}~@.()

Check the box if you'd like to receive emails when your bill is ready, payment is due or late.

Select to have your bill delivered paperlessly via email, mailed to you at your preferred mailing address or both.

You can change this preference after you complete registration in your account settings.

Step Four:

Complete the email verification to finalize registration.

Click "Done" to receive an email at the email address provided during the previous step.

After hitting "Done" navigate to your email inbox.

If you are using a web-based email platform, keep the portal open and open your inbox in a new tab.

If you are on a mobile device, keep the portal open and open your email within your email app.

You should receive an email from MyAccount@eweb.org, subject: "Customer Portal Account Activation."

✓

You are almost finished!

We have sent an email to the address you provided with a link and instructions to complete your registration.

eweb_customer_email@gmail.com

Done
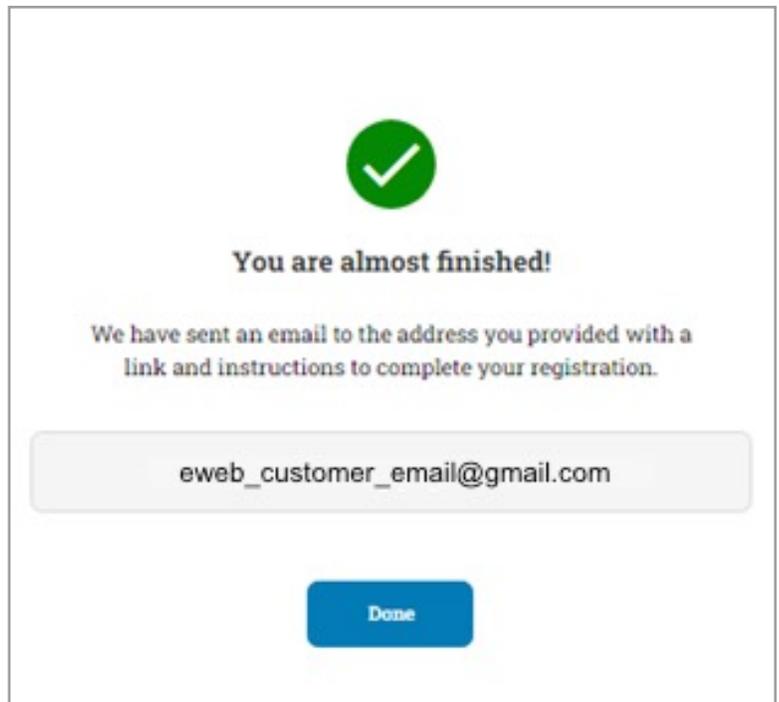
Click the link "Click here" to finalize activating your account and you'll be directed to the MyAccount portal.

EWEB

It can take up to a few minutes for the email to arrive in your inbox, be patient.
If you do **not** receive the email:
• Check your spam and junk folders.
• Contact EWEB Customer Service at (541)685-7000, or email us at MyAccount@eweb.org for assistance.

Hello EWEB Customer,

Thank you for registering with the EWEB Customer Portal, Click here to finish activating your account.

Please note this link will only be available for 48 hour(s). If you are not able to complete your registration by within the 48 hour(s) you will need to register again at EWEB

If you have questions or require further assistance, please feel free to email us at myaccount@eweb.org or call Customer Service at (541) 685-7000 Monday through Friday from 8:30 a.m. until 5 p.m.

Thank you,

EWEB

The activation link is only valid for 48 hours. If you are not able to complete the final step in the registration process within the 48 hours you will need to begin the registration process again at Step One.

Step Five:

Once you click the link in your activation email, you will be directed to the portal dashboard. You should see a green alert banner at the top of the screen confirming your account is activated and directing you to login with your username and password.
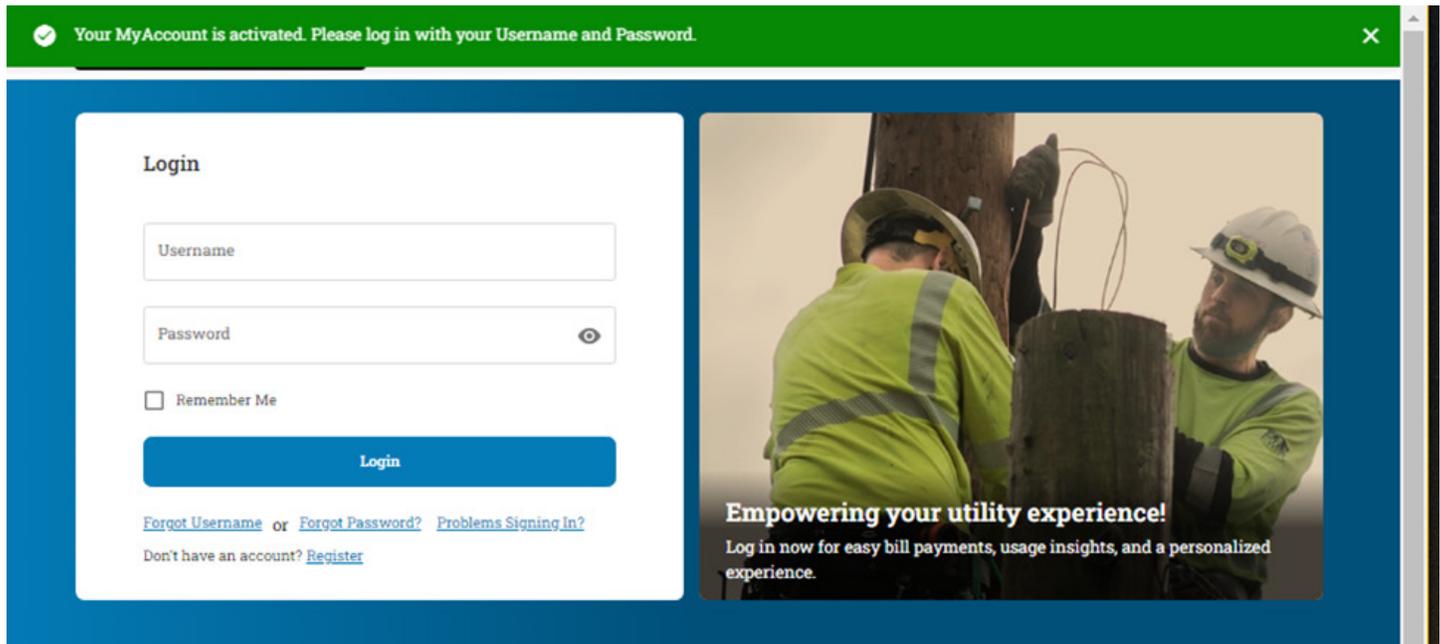
Log in with the username and password you just created.

Step Six:

After entering your username and password and hitting "Login" you will be instructed to initiate the Multi-Factor Authentication (MFA).

MFA verification is required for all initial logins.

Step Six:

Navigate to your email inbox.

If you are using a web-based email platform, keep the portal open and open your inbox in a new tab.

If you are on a mobile device, keep the portal open and open your email within your email app.

You should receive an email from MyAccount@eweb.org, subject: "EWEB - Authentication Code."

Copy the code provided and navigate back to the portal.

EWEB

Dear EWEB CUSTOMER,

We have received your request for two-factor authentication.

Please use the following code: 12345

This code will expire in 5 minutes and can be used only once. If it was not requested by you or if you are experiencing issues accessing your account, please contact EWEB Customer Service. You can email us at myaccount@eweb.org or call Customer Service at (541) 685-7000 Monday through Friday from 8:30 a.m. until 5 p.m.

Thank you,

EWEB

It can take up to a few minutes for the email to arrive in your inbox, be patient.

The verification code is good for five minutes.

If you do **not** receive the email or it has been longer than five minutes:
- Check your spam and junk folders.
- Click the "Resend activation email" link in the portal.
- Contact EWEB Customer Service at (541)685-7000, or email us at MyAccount@eweb.org for assistance.

Step Seven:

Paste or enter the Multi-Factor Authentication code from your email into the form and click "Submit."

Multi Factor Authentication

We've just sent a code to a*****************l@yopmail.com. Enter that code below.

If you do not receive your one-time passcode within 10 minutes, click below to have a new code sent to you.

Resend OTP in 48 seconds

The verification code is good for five minutes. The countdown is only referencing *when* you can request a new code, not when the code expires.

If you do **not** receive the email or it has been longer than five minutes:
- Check your spam and junk folders.
- Click the resend activation email link in the portal.
- Contact EWEB Customer Service at (541)685-7000, or email us at MyAccount@eweb.org for assistance.

Cancel   Submit

Step Eight:

If you are on a trusted device, like a home computer or private mobile device, you can verify it as a trusted device and not be required to do the MFA verifcation every time you login. You can manage your trusted devices in your MyAccount portal under the "My Profile" module.

You may nickname your device if desired and then hit "Trust."

If you are on a shared or public device and do not want your information saved, click "Do Not Trust."

Trust This Browser?

If you choose to trust this browser, you will not be asked for a verification code the next time you login.

Browser Nickname:

Optional

Do Not Trust   Trust

Step Nine:

Congratulations! You have completed registering your account on the MyAccount portal. You can now enroll your account in Autopay, update your billing and notification preferences, apply for bill assistance and more.

Check out our other step-by-step guides:
• Enroll in Autopay
• Update your bill type preferences
• Apply for a rebate, loan or bill assistance

EWEB Customer Care

We understand many of our customers may be facing chllenges, and we want to work with each individual to find solutions. EWEB Customer Care offers a bill credit to current income-eligible customers once per calendar year.

Below you'll find steps on how to apply for EWEB Customer Care. Keep in mind, the Customer Care application is only available on the first business day of the month until we've distributed all funds for the month. Applications are accepted on a first-come, first-served basis.

How to apply for EWEB Customer Care

There are several ways you can apply for bill assistance. Choose the method that works best for you.

Apply online through the MyAccount portal (two methods)

1. Register your account and apply after logging into your MyAccount profile (recommended method) - Click here to review step-by-step instructions.
2. Apply as a guest user - Click here to review step-by-step instructions.

If you are unsure how to access the MyAccount portal, check out our user guide here.

Apply over the phone

If you are unable to apply online, call us at 541-685-7000 Monday through Friday from 8:30 a.m. until 5 p.m.. Applications are first-come, first-served, and open onthe first business day of each month, pleas expect a longer than normal wait time as we work to help each of our customers as quickly as possible.

• Proof of income eligibility and/or benefits cannot be accepted over the phone and will need to be provided. Your application will be referred to a third-party agency for full income verification.

Apply by mail

Only available for senior and disabled customers with proof of Supplemental Security Income.

Download and print the application here, or call us at 541-685-7000 and we will be happy to mail you a printed application.

Login to apply for EWEB Customer Care on your MyAccount Portal

Logging into your MyAccount protal prior to applying for EWEB Customer Care is the recommended method. By logging into the portal, you will save time completing your application, as many of your account details will be pre-populated on the appliction form for you.

You will also be able to track and manage your application easily through our Program Management module.

We encourage you to register your account on the portal several days prior to the application being available to ensure you are able to login when the application goes live. If you have not registered your account on the portal yet, check out our step-by-step registration guide for assistance.

Step One:
Navigate to the MyAccount website and login with your account credentials.

Step Two:
After logging in, select "Ways to Save" from the main header, and then click "Program Management".

From main header, select "Ways to Save" and then click "Program Management."

Step Three:
Find "Customer Care" from the list of programs and select "Read more."

Program Management

Step Four:
Select "Begin Application."

Step Five:

Confirm your account details. By logging into your account prior to beginning the application, you should find the majority of your account details are already pre-filled. Simply confirm the details and make any changes as needed. Then hit "Next."

EWEB Customer Care (ECC)

Customer Details   **Step 1 Of 3**

First Name
EWEB

Middle Name

Last Name
CUSTOMER

Account Number
2100012345

Email Address
eweb_customer_email@gm

Primary Contact Number
541-685-7000

Secondary Contact Number

SERVICE ADDRESS

Address Line 1
1234 Main Street

Address Line 2 (Optional)
Unit 1

Country
USA

State
OREGON

City
EUGENE

ZIP
97401

MAILING ADDRESS

☐ Same as Service Address

Address Line 1

Address Line 2 (Optional)

Country
USA

State

City

ZIP

If your mailing address is the same as your service address, click the check box to have your address filled in. If you have a different mailing address, fill out the remaining fields.

Cancel   Next

EWEB

Step Six:

Provide household and income eligibility information.

EWEB Customer Care (ECC)

Program Details   **Step 2 Of 3**

HOUSEHOLD INFORMATION

ELIGIBILITY FOR THIS PROGRAM IS INCOME-BASED. PLEASE REVIEW EWEB'S INCOME GUIDELINES (LINK IN THE TERMS AND CONDITIONS).

```
Gross Income
$
```

```
Number in Household
```

Is anyone in your household 60 years of age or older?

○ Yes   ○ No

FAST TRACK APPROVAL

IF YOU OR YOUR SPOUSE ARE CURRENTLY APPROVED FOR CERTAIN BENEFITS AND YOU CAN ATTACH BENEFIT DOCUMENTATION TO THIS FORM, EWEB MAY BE ABLE TO PROCESS YOUR APPLICATION WITHOUT AN INCOME VERIFICATION APPOINTMENT. CUSTOMERS WHO HAD LIHEAP APPLIED TO THEIR EWEB ACCOUNT WITHIN THE PAST 2 YEARS WILL BE PRE-APPROVED WITHOUT ADDITIONAL DOCUMENTATION.

Please indicate if you or your spouse are currently approved for any of the following benefits: TANF, WIC, SNAP, SSI or LIHEAP?

○ Yes, LIHEAP (No attachment required)

○ Yes, my documentation is attached

○ Yes, but I cannot provide documentation

● No

Back   **Next**

Select if have had LIHEAP funds applied to your EWEB account in the past 24 months. No additional documentation is required. Click "Next".

If you or your spouse currently receive SNAP, TANF, WIC or SSI benefits attach proof of current benefits and click "Next."

Proof of benefits can include:
- Verification of benefits letter from the awarding agency.*
- Screenshot or PDF of your www.Oregon.gov benefit dashboard.

Documentation must clearly display your name and indicate benefits are currently being issued. Images of your benefit card are not sufficient documentation.

Please indicate if you or your spouse are currently approved for any of the following benefits: TANF, WIC, SNAP, SSI or LIHEAP?

○ Yes, LIHEAP (No attachment required)

● Yes, my documentation is attached

○ Yes, but I cannot provide documentation

○ No

Attach a File

Choose files   Max Size: 20MB
Accepted file types: png, jpeg, jpg, mp4, xlsx, avi, pdf, ppt

```
Please indicate which benefit program you are providing documentation
```

Customers who Fast Track their approval typically see their bill credit posted to their EWEB account within five business days.

If you or your spouse are not currently receiving SNAP, TANF, WIC or SSI benefits, or cannot provide documentation with your application you will be referred to a third-party agency for full income verification in order to receive assitance funds. You will need to agree to participate in income verification. Check the box and click "Next."

● Yes, but I cannot provide documentation

○ No

I will be referred to a third-party agency for full income verification in order to receive assistance funds. Emailed or mailed documents to EWEB will not be accepted. I understand proof of benefits will not be accepted after submitting the application.

☐ I will participate in income verification

Step Seven:

Review your information for accuracy and hit "Submit."

Step Eight:

You will be direct to a screen confirming your application has been submitted. Please allow our team 3-5 business days to review your application.

Success!

Your application has been successfully submitted. Please allow 3-5 business days for us to review your submission. We will inform you if any additional information is needed. Thank you.

Done
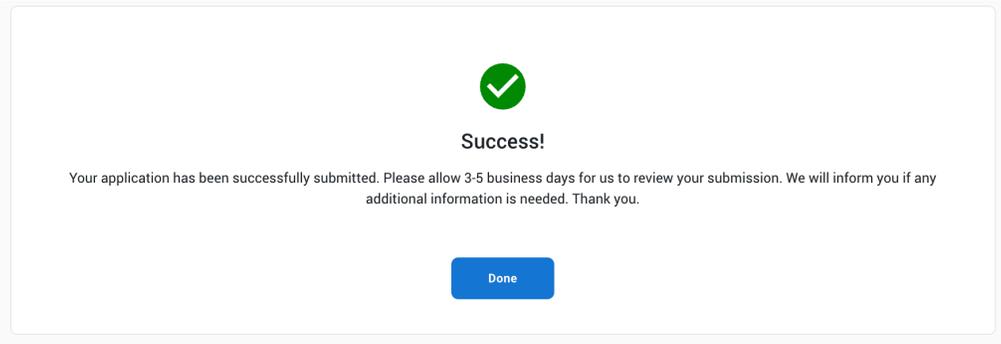
Step Nine:

You can track your application status from the Program Management module. Click "Track Request" and all applications submitted will appear.

Programs For You

Programs   Track Request

Application Number | Search

Sort By

EWEB Customer Care (ECC)   In Progress

Application No: .APPXXXXX: |Application Date: 01/02/2025

EWEB Customer Care (ECC) offers a bill credit to current income-eligible EWEB customer assistance on...

Read More   VIEW APPLICATION
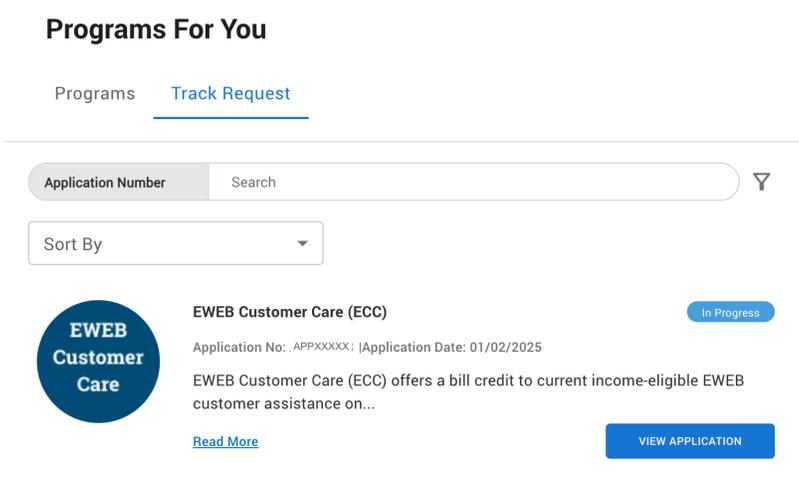
You can select "Read More" to view more details or cancel your application.

Apply for EWEB Customer Care as an unauthenticated guest user on the MyAccount portal

If you prefer to not register your account or login, you can access the application as an authenticated guest user on the MyAccount protal.

It is the recommended to login and apply as an authenticated user to save time applicants and staff time on completing and verifying account details. You will also be able to track and manage your application easily through our Program Management module.

Step One:
Navigate to the MyAccount website.

Step Two:
On the login dashboard, select "Ways to Save," located in the middle of the screen on the right side of a bar of icons.

Step Three:

Find "Customer Care" from the list of programs and select "Read more."

Program Management

Step Four:

Select "Begin Application."

Programs > EWEB Customer Care (ECC)

EWEB Customer Care Program

EWEB CUSTOMER CARE (ECC)

EWEB Customer Care (ECC) offers a bill credit to current income-eligible EWEB customer assistance once per calendar year. Learn more here.

Begin Application

Step Five:

Enter your account details and then hit "Next."

EWEB Customer Care (ECC)

Customer Details   **Step 1 Of 3**

First Name   Middle Name   Last Name

Account Number   Email Address

Primary Contact Number   Secondary Contact Number

SERVICE ADDRESS

Address Line 1   Address Line 2 (Optional)

Country   State
USA   OREGON

City   ZIP

MAILING ADDRESS

☐ Same as Service Address ⬤

Address Line 1   Address Line 2 (Optional)

Country   State
USA

City   ZIP

Cancel   Next

If your mailing address is the same as your service address, click the check box to have your address filled in. If you have a different mailing address, fill out the remaining fields.

Step Six:

Provide household and income eligibility information.

EWEB Customer Care (ECC)

Program Details   **Step 2 Of 3**

HOUSEHOLD INFORMATION

ELIGIBILITY FOR THIS PROGRAM IS INCOME-BASED. PLEASE REVIEW EWEB'S INCOME GUIDELINES (LINK IN THE TERMS AND CONDITIONS).

Gross Income
$

Number in Household

Is anyone in your household 60 years of age or older?

○ Yes   ○ No

FAST TRACK APPROVAL

IF YOU OR YOUR SPOUSE ARE CURRENTLY APPROVED FOR CERTAIN BENEFITS AND YOU CAN ATTACH BENEFIT DOCUMENTATION TO THIS FORM, EWEB MAY BE ABLE TO PROCESS YOUR APPLICATION WITHOUT AN INCOME VERIFICATION APPOINTMENT. CUSTOMERS WHO HAD LIHEAP APPLIED TO THEIR EWEB ACCOUNT WITHIN THE PAST 2 YEARS WILL BE PRE-APPROVED WITHOUT ADDITIONAL DOCUMENTATION.

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○ Yes, LIHEAP (No attachment required)

○ Yes, my documentation is attached

○ Yes, but I cannot provide documentation

● No

[Back]   [**Next**]

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Proof of benefits can include:
- Verification of benefits letter from the awarding agency.*
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● Yes, my documentation is attached

○ Yes, but I cannot provide documentation

○ No

Attach a File

[Choose files]   Max Size: 20MB
Accepted file types: png, jpeg, jpg, mp4, xlsx, avi, pdf, ppt

Please indicate which benefit program you are providing documentation

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● Yes, but I cannot provide documentation

○ No

I will be referred to a third-party agency for full income verification in order to receive assistance funds. Emailed or mailed documents to EWEB will not be accepted. I understand proof of benefits will not be accepted after submitting the application.

☐ I will participate in income verification

EWEB

Step Seven:

Review your information for accuracy and hit "Submit."

Step Eight:

You will be direct to a screen confirming your application has been submitted. Please allow our team 3-5 business days to review your application.

Success!

Your application has been successfully submitted. Please allow 3-5 business days for us to review your submission. We will inform you if any additional information is needed. Thank you.

[Done]