Setting Up and Registering Online Bill Pay

Step 1: On our homepage, **www.hea.coop**, select **Pay My Bill** Click on **Register**.

Step 2: Enter required information in the designated fields, followed by the **Security Code**. Click **Register**.

Step 3: Add accounts by entering the **Account Number** and **Meter Number** then click **Continue**. You will need to enter **Account Number** and **Meter Number,** one at a time, for each additional account you want to add.
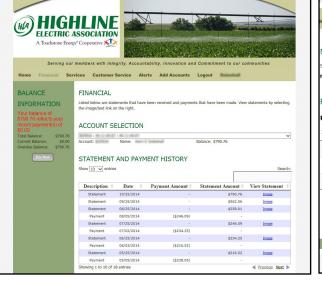

Make a Payment

Step 1: View Your Balance: Under the **Financial** tab, view your payments, statements and account balance. Use the dropdown box under **Account Selection** to view different accounts. Make a payment by clicking **Pay Now**

Step 2: Click the checkbox of each of the accounts you wish to make a payment on. To the right of each account, enter the amount you would like to pay. Click **Enter Payment Information**.
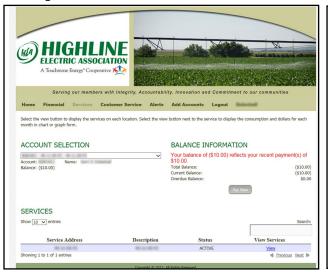
Step 3: Select you payment method and follow the onscreen information for that payment method.

B:\Member Services\Bill Pay Directions

Viewing Usage

Step 1: Click the **Services** tab to view usage. Click on **View** under View Services for the account you would like to view the usage. After the next screen loads, click **View** again.

Step 2: You can now view the usage for each month as well as cost and days in the billing cycle. Click **Next** to view previous entries. Click **view graph** to view your usage in graph form. If displaying as graph, click **View grid**.
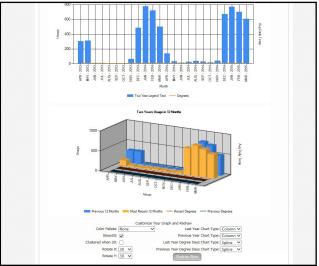
Step 3: Your graphs will look something like the ones below. You may customize and redraw your graph by using the different options at the bottom of the screen. Click **Redraw Now** to view customized graphs.

Miscellaneous

To view Customer Service Programs, click on the **Customer Service** tab. To add a meter reading hover over **Customer Service** and select **Add Reading** from the dropdown list.

Add **Alerts** to your account under the **Alert** tab. Select the notifications you would like to receive, enter your email address, click **Update**.

To add multiple Highline accounts to one logon, click the **Account Maintenance** tab. You must select Registration Method of **Meter**. Enter the Required information on the screen and click **Continue**.

iOS and Android App

Login Screen

Username *

Password *

Required Field *

☐ **Remember me?**

[Login] [Register]

Select Account

Active	InActive

[account number]

[Previous] [Next]

[Add Account] [Maintain Account]

Menu

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Account Summary

Account	:	8281921
Status	:	Active
Balance	:	$ 10.00-
Due Date	:	
Name	:	KERRI E DOLESHALL
Service Address	:	45-11-05-F2
Service Description	:	45-11-05-F2
Location Number	:	821005-003

[Pay Now] [Balance Breakdown]

[Mailing Address]

Account [8281921] ⌄

Usage History

Please use the space to the sides of the graph to scroll up and down.

KWH

Month	KWH
Mar2015	606
Feb2015	700
Jan2015	768
Dec2014	670
Nov2014	40
Oct2014	16
Sept2014	30
Aug2014	35
July2014	26
June2014	14
May2014	32
Apr2014	139
Mar2014	500

Make a Payment

HIGHLINE ELECTRIC ASSOCIATION
A Touchstone Energy® Cooperative

The grid is best viewed in the 'Landscape' mode.

Apply	Account	Description	Due Date	Past Due Balance	Balance	amount to pay
☑		KERRI E DOLESHALL		$0.00	$0.00	$0.00

Total To Pay $0.00

[Next]