

Setting Up and Registering Online Bill Pay

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

The screenshot shows the Highline Electric Association homepage. At the top left is the logo with the text 'HIGHLINE ELECTRIC ASSOCIATION A Touchstone Energy Cooperative'. Below the logo is a navigation bar with 'Home', 'Financial', 'Services', 'Customer Service', 'Alerts', 'Add Accounts', 'Logout', and 'Bill Pay'. The main content area has a 'Login Register' section. Under 'Account Login', there are fields for 'Username:' and 'Password:', a 'Remember Login' checkbox, and buttons for 'Login', 'Register', and 'Reset Password'. A 'Register' button is also visible in the top right corner of the page.

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

The screenshot shows the registration form. It includes the following fields: 'User Name: *', 'Password: *', 'Confirm Password: *', 'Display Name: *', 'Email Address: *', and 'Security Code:'. The Security Code field contains a blue box with the code 'lptcCb' and the instruction 'Enter the code shown above in the box below'. At the bottom of the form are 'Register' and 'Cancel' buttons.

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.

The screenshot shows the 'ADD ACCOUNTS' form. It includes a blue header with the text 'ADD ACCOUNTS' and a message: 'You have successfully created a username. You may now associate as many accounts as you like with this username. To add an account, simply enter the account number and one of the pieces of information listed below. See the information icon next to each item for more specifics.' Below this are fields for 'Account Number: *', 'Password: *', and 'Meter: *'. A 'Continue' button is at the bottom left.

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**

The screenshot shows the 'Financial' tab. On the left, there is a 'BALANCE INFORMATION' section with a 'Pay Now' button. The main area shows 'FINANCIAL' information, including 'ACCOUNT SELECTION' with a dropdown menu and 'STATEMENT AND PAYMENT HISTORY' with a table of transactions.

Description	Date	Payment Amount	Statement Amount	View Statement
Statement	10/25/2014	-	\$790.76	Invoice
Statement	09/25/2014	-	\$562.56	Invoice
Statement	08/25/2014	-	\$258.01	Invoice
Payment	08/05/2014	(\$246.09)	-	-
Statement	07/25/2014	-	\$246.09	Invoice
Payment	07/02/2014	(\$234.25)	-	-
Statement	06/25/2014	-	\$234.25	Invoice
Payment	06/03/2014	(\$216.52)	-	-
Statement	05/25/2014	-	\$216.52	Invoice
Payment	05/05/2014	(\$238.05)	-	-

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**.

The screenshot shows the 'MAKE A PAYMENT' form. It includes a 'PAYMENT' section with a table of accounts to pay. The table has columns for 'Pay', 'Account', 'Name/Description', 'Due Date', 'Past Due Balance', 'Balance', and 'Amount to Pay'. There are checkboxes in the 'Pay' column and input fields in the 'Amount to Pay' column. A 'Total Utility Bills & Misc Payments to Pay' of \$1.00 is shown at the bottom, along with 'Enter Payment Information' and 'Cancel' buttons.

Pay	Account	Name/Description	Due Date	Past Due Balance	Balance	Amount to Pay
<input checked="" type="checkbox"/>				\$0.00	\$0.00	1.00
<input checked="" type="checkbox"/>				\$0.00	\$0.00	0.00
Total Utility Bills & Misc Payments to Pay						\$1.00
Total Amount to Pay						\$1.00

Step 3: Select your payment method and follow the onscreen information for that payment method.

The screenshot shows the payment method selection screen. It features a progress bar with steps: '1 Provide Amount', '2 Select Date', '3 Select Method', and '4 Verify'. Below the progress bar are logos for 'eCheck', 'VISA', 'MasterCard', and 'DISCOVER'. A 'Next' button is at the bottom right.

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.

HIGHLINE ELECTRIC ASSOCIATION
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Home Financial **Services** Customer Service Alerts Add Accounts Logout

Select the view button to display the services on each location. Select the view button next to the service to display the consumption and dollars for each month in chart or graph form.

ACCOUNT SELECTION

Account: [dropdown] Name: [dropdown] Balance: (\$10.00)

BALANCE INFORMATION

Your balance of (\$10.00) reflects your recent payment(s) of \$10.00

Total Balance: (\$10.00)
Current Balance: (\$10.00)
Overdue Balance: \$0.00

SERVICES

Show 10 entries

Service Address	Description	Status	View Services
[Address]	[Description]	ACTIVE	View

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**.

Register Type: Usage By: Start Date: End Date: [dropdown] [dropdown] [dropdown] [dropdown]

View graph Refresh

Show 10 entries

Period	Days	Meter Reading	Units	Avg Daily Units	Cost
Jun - 2019	24	14826	1376	57.33	36.21
May - 2019	35	13450	1938	55.37	120.53
Apr - 2019	33	11512	2344	71.03	161.13
Mar - 2019	22	9168	2627	119.41	253.57
Feb - 2019	34	6541	3114	91.59	272.65
Jan - 2019	30	3427	3427	114.23	301.54
Jan - 2019	0	85217	0	.00	0.00
Dec - 2018	34	85217	4373	128.62	417.64
Nov - 2018	32	80844	2242	70.06	243.17
Oct - 2018	30	78602	1417	47.23	175.63

Showing 1 to 10 of 25 entries

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.

Usage

Two Year Legend Test

Two Years Usage in 12 Months

Usage

Customize Your Graph and Redraw

Color Palette: [dropdown] Last Year Chart Type: [dropdown]
Show 30: [checkbox] Previous Year Chart Type: [dropdown]
Clustered when 30: [checkbox] Rotate Year Degree Days Chart Type: [dropdown]
Rotate X: [dropdown] Previous Year Degree Days Chart Type: [dropdown]
Rotate Y: [dropdown] [Redraw Now]

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.

ELECTRIC ASSOCIATION
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Holyoke Office: 970.854.2236 | Toll Free: 800.816.2236

Home Financial Services **Customer Service** Alerts Account Maintenance Logout

SERVICES AND MAINTENANCE

Below is a list of all available customer service programs and maintenance requests. This allows you to see what is available as well as what are currently signed up for.

If you have questions on any of these or would like to learn more, the information is provided by selecting the program name.

The action allows you to maintain your account by enrolling, discontinuing, starting, or submitting the request yourself. Please fill in all required information when you begin sign up.

ACCOUNT SELECTION

Account: [dropdown] Name: [dropdown] Balance: (\$10.44)
Mailing Address: [dropdown] Phone: [dropdown] Cell Phone: [dropdown] Email: [dropdown]

CUSTOMER SERVICE PROGRAMS

Program	Status	Action	Information
Budget Request	Not Enrolled	Enroll	
Mercury Vapor Maint	Ready	Start	
Name/Phone Change	Ready	Start	
Letter Of Credit	Ready	Start	

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

ALERTS

Subscriptions Email History Subscriptions History

Notification Contact Information

Bill Notification: Notify the customer when the bill is available to view online. Email [dropdown]
 Electronic Only
 Electronic and Paper

Payment Received Notification: Notify the customer when a payment has been received. Email [dropdown]

Payment Due Soon Notification: Notify the customer when a payment is due soon. Email [dropdown]

Payment Due Now Notification: Notify the customer when a payment is due now. Email [dropdown]

Account Delinquent Notification: Notify the customer when the account has become delinquent. Email [dropdown]

Budget Changed Notification: Notify the customer when budget changes. Email [dropdown]

Credit Card Expiring: Notify customer expiration date is soon. Email [dropdown]

General Notification: Notify customers of upcoming events. Email [dropdown]

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**.

ADD ACCOUNTS

You have successfully created a username. You may now associate as many accounts as you like with this username. To add an account, simply enter the account number and one of the pieces of information listed below. See the information icon next to each item for more specifics.

Indicates required fields

Account Number: [input]

Please select an option below and enter the respective information for that selection. This data will be used to confirm your association with this account.

Registration Method: [dropdown] Meter

Meter: [input]

[Continue]

REMOVE ACCOUNTS

Delete	Account	Account Info
<input type="checkbox"/>	[Account]	[Account Info]
<input type="checkbox"/>	[Account]	[Account Info]

[Remove From List]

iOS and Android App

Username *

Password *

Required Field *

Remember me?

Login **Register**

Select Account

Active **InActive**

SEARCH

Previous **Next**

Add Account **Maintain Account**

- Account Summary**
- Make A Payment**
- Statement History**
- Usage History**
- Payment History**
- Messages**
- My Accounts**
- Change Password**
- Logout**

Account Summary

Account : 6281921

Status : Active

Balance : \$ 10.00-

Due Date :

Name : KENN E DYLLERHALL

Service Address : 65-11-66-PT

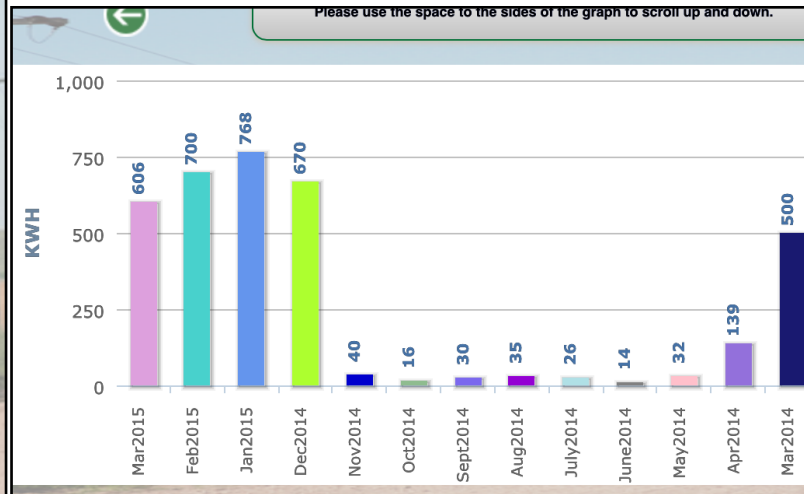
Service Description : 65-11-66-PT

Location Number : 651365-000

Pay Now **Balance Breakdown**

Mailing Address

Account 6281921



Make a Payment

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

Apply	Account	Description	Due Date	Past Due Balance	Balance	amount to pay
<input checked="" type="checkbox"/>	6281921	KENN E DYLLERHALL		\$0.00	\$0.00	\$0.00

Total To Pay \$0.00

Next