

## PAPERLESS BILL - FREQUENTLY ASKED QUESTIONS

### TECHNICAL REQUIREMENTS

**1. What internet browser do I need to use to access all of the information on the site?**

This website accommodates Internet Explorer, Mozilla Firefox, and Google Chrome and may work on additional browser programs. This site is easily viewed on an array of devices (PC, iPad, tablet, smartphone, etc.).

**2. Do I need any special software on my computer to view my statements?**

Statements are in Adobe Acrobat PDF format. Most computers have software that will read these files. If your computer prompts you to install software, you can download Adobe Acrobat Reader for free at [www.adobe.com](http://www.adobe.com).

### REGISTRATION & NOTIFICATIONS

**1. How do I register for access to the site?**

Click on "New User Register Here" tab on the home page and follow the online login instructions. A username and password must be selected; if a username is already in use, an error message will appear next to the Username field. Your password must be eight characters long and include at least one capital letter and one number; not to exceed 20 characters.

**Important: Customers enrolled in Liberty Utilities "My Account" will need to register separately for Paperless Billing. My Account credentials will not allow you to access your Paperless Billing account.**

**2. How do I change my password?**

If you would like to change your password, click the "My Profile" link on your User Main homepage. Select the "Manage Password & Email" option on the Profile Management menu and follow the outlined steps. If you have forgotten your password, please click the "Forgot Password" link on the paperless billing homepage and follow the instructions.

**3. Why can't I complete my new user registration?**

Ensure the "FULL NAME" is exactly as it appears on your bill and the "ACCOUNT NUMBER" is the last 8 digits as it appears on your bill.

**4. How will I know when my most current bill is available to be viewed?**

You will receive an email notification from dmcilink.com. The email will include your statement as a PDF attachment. The email will also include a link to login to the paperless billing website to view your current bill as well as up to 24 months of your previous billing history.

**5. The box is checked to receive bills via email. Why do I continue to receive them by regular mail?**

Please verify that only one box is checked (send email option) in the delivery method field on My Profile page. If at any time you wish to discontinue paperless billing and only receive bills through regular mail, deselect the send email option and check the send mail option in the delivery method field.

\*Please be aware that by checking the “Un-enroll” option you will delete your user profile. If you change your mind at a later date, you can always register again in future with a new user name.

**6. Why am I not receiving monthly email alerts in my inbox?**

Check your Spam or Junk Mail folder. Your email system may not recognize or allow delivery. You can usually add the domain name dmcilink.com to your “Safe Senders” list to allow delivery.

## **VIEWING, PRINTING & DOWNLOADING BILLS**

**1. How do I view my bill history?**

You can view your bill history through your User Main page. Sort your results by clicking on the top of each column heading. Your bills are stored for 24 months.

**2. I have multiple premises under my account. How do I view bills for just one premise at a time?**

You can view by filtering the “Premises” column heading or using the search function.

**3. How do I print bills?**

Click the “View Statement” icon in the far left column on the User Main page. The document will appear on the screen. Print the screen as you usually would from your web browser, or click PDF and a PDF image will appear that you can save and print.

To select multiple bills, select each bill you wish to save or print by checking the column labeled “Create PDF.” Click “Combine PDF” to generate all of your selected bills. You can then manage them from Adobe Acrobat Reader or any other PDF viewer.

**4. What do I do if I have questions about my bill?**

If you have billing questions, please contact our Customer Care Center toll free at 1-800-782-2506.

**5. Why can't I view a particular bill?**

Your bills are stored for 24 months. If you have received a corrected statement, it may not be available in the paperless billing archive. If you have additional questions, contact our Customer Care Center toll free at 1-800-782-2506.

**6. I'd prefer not to receive my monthly bill as an attachment. Are there any other options?**

If you no longer wish to receive your monthly bill as an attachment, please click your "My Profile" link on your User Main homepage. Then from the send email drop down options, change "PDF" to "URL." This option will send you a link to the paperless billing website in your email notifications to log in and view your statement.

**PAYMENT OPTIONS**

**1. Why isn't my most current payment showing on my most recent bill?**

Your paperless billing account provides a historical snapshot of your monthly bill and will not reflect current changes, payments, etc. made after the current billing cycle. Always refer to your most recent monthly bill for an accurate statement balance at the conclusion of your billing cycle. Please contact the Customer Care Center for your most current account balance toll free at 1-800-782-2506.

**2. How do I sign up for Automatic Payment of my bill?**

Please complete the Electric Funds Transfer (Auto Pay) application on our website and mail to the address provided. Your monthly bill will be automatically withdrawn on or after the due date on your bill from your checking account. Please note that it may take up to one billing cycle to take effect.

**3. I usually mail my payment to Liberty Utilities. Can I still do so?**

Yes. Please print the coupon portion of your bill, fill in amount enclosed, include your payment and send to the address on the payment coupon. If this will be a monthly routine, you may want to consider opting for both send email and send mail options on your User Profile page as outlined in Registration and Notification FAQ #4.

**HELP WHEN YOU NEED IT**

We're here to help. If you have additional questions about Paperless Billing or your account, please visit our website at [libertyutilities.com](http://libertyutilities.com) or call the Customer Care Center toll free at 1-800-782-2506.