

# ONLINE ACCOUNT ACCESS

If you are a PREPAID residential customer, you know how important it is to know how to track your usage. Logging into your account online can help monitor your usage. Just visit [www.nowpowertexas.com](http://www.nowpowertexas.com) and go to My Account to log in.

The screenshot shows the top navigation bar of the NOWpower website. On the left is the NOWpower logo with the tagline "Get More.". In the center are links for "Text Us" and "Live Chat", a language selection dropdown, and the phone number "844.227.2648" with a red arrow pointing to it. On the right are navigation links: "ABOUT", "ENERGY FOR YOUR HOME", "INFO CENTER", "KONNECT PARTNERS", "CUSTOMER CARE", and "MY ACCOUNT". Below the navigation bar is a large banner featuring a man shouting with his fist raised. A red box on the left side of the banner contains the text: "Freedom Plan \$0 Down to Start + No Fees, Ever!". Below this text are four bullet points: "No disconnect fee", "No reconnect fee", "No payment load fee", and "No minimum usage fee". At the bottom of the red box is a yellow button labeled "Plan Details".

Getting into our MY ACCOUNT application will require you to register now. All you need is the email associated with your account to start. Your account must have an email address registered with it in order for this feature to work. To add your email you can text 61959 with your account number, you can email [customerservice@nowpowertexas.com](mailto:customerservice@nowpowertexas.com) to add the email address or you can call our customer service department at 844-669-7697 any time Monday – Friday 7am-7pm CST; 8am-5pm Sat; or 9am-1pm Sun CST.

The screenshot shows the "My Account" page with the sub-header "Easy Account Management". Under "Account Log In", there is a dark grey login form with fields for "Username" and "Password", a "LOGIN" button, and links for "Forgot Your Password" and "Register Now". To the right, under "New User?", there is a "Register Now to:" link followed by three options: "View your usage", "View your payment history", and "Update your account information". At the bottom, there is a "Security Information" paragraph: "Security Information: For your protection, this site uses advanced methods to provide secure transactions. Our secure server software encrypts information, ensuring that Internet transactions stay private."

# OVERVIEW TAB

Once you are registered, you will find the following:

1. Account balance
2. Last payment
3. Service address
4. Average daily usage in kWh
5. Average daily usage in a dollar amount
6. Graph of usage

## Account Overview

### Account Financial Status

|                               |          |
|-------------------------------|----------|
| Account Status                | Active   |
| <b>1</b> Account Balance      | \$ 32.49 |
| <b>2</b> Last Payment Amount  | \$ 25.00 |
| Active Deferred Payment Plan? | No       |
| Next Payment Arrangement Due  |          |

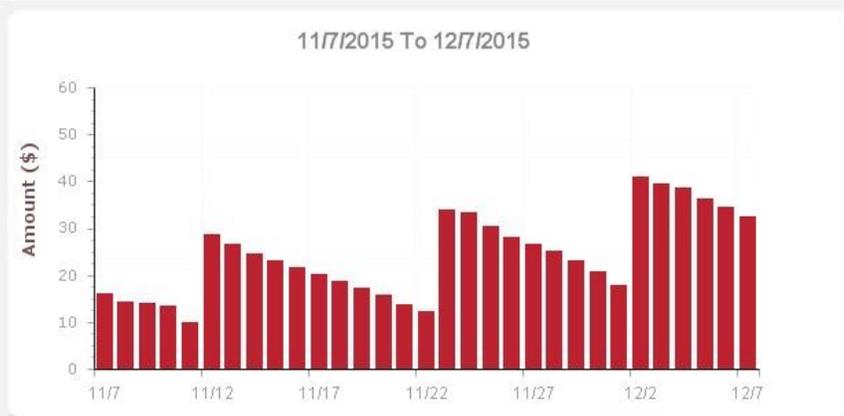
### Account Overview

|                                  |            |
|----------------------------------|------------|
| Account Number                   | [REDACTED] |
| Name                             | [REDACTED] |
| Address                          | [REDACTED] |
| Days Remaining*                  | 11         |
| Dollars Remaining                | \$ 32.49   |
| <b>5</b> Avg. Daily \$ Usage     | \$ 1.98    |
| <b>4</b> Avg. Daily kWh Usage    | 12.91 kWh  |
| *Estimated based on last reading |            |

### Current Meter Status

Service Location: [REDACTED] **3**  
Service Location Status: Active  
Meter Status: Meter ON

### Account Balance



**6**

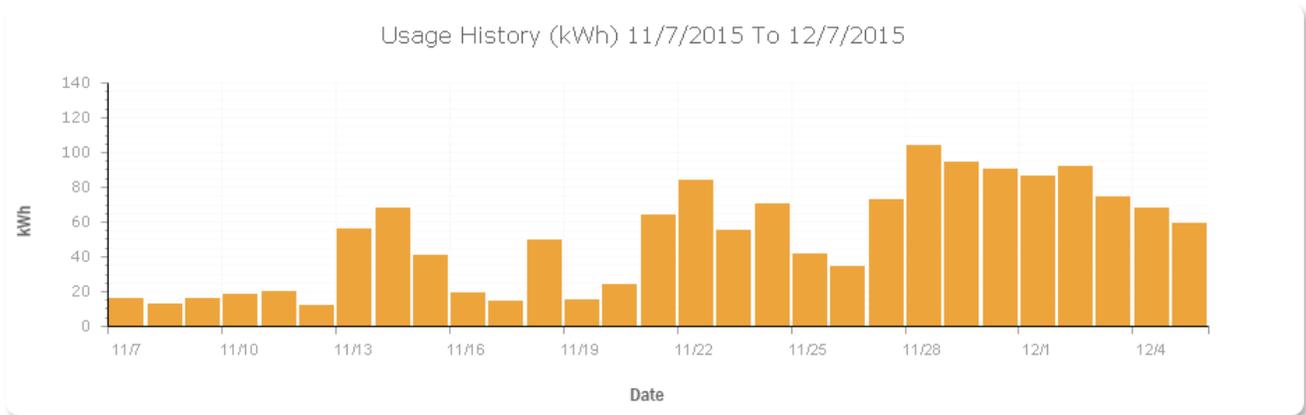
# ACTIVITY TAB

Did you know that you can view your usage history, communication history, payment history, and billed statements? Well you can! That is exactly what the activity tab is for.

- 1) Use the drop down arrow to choose what time of account activity you wish to view.
- 2) Select a time frame in which you want to view that activity's data.
- 3) Use the drop down arrow for the time interval.
- 4) Click search!

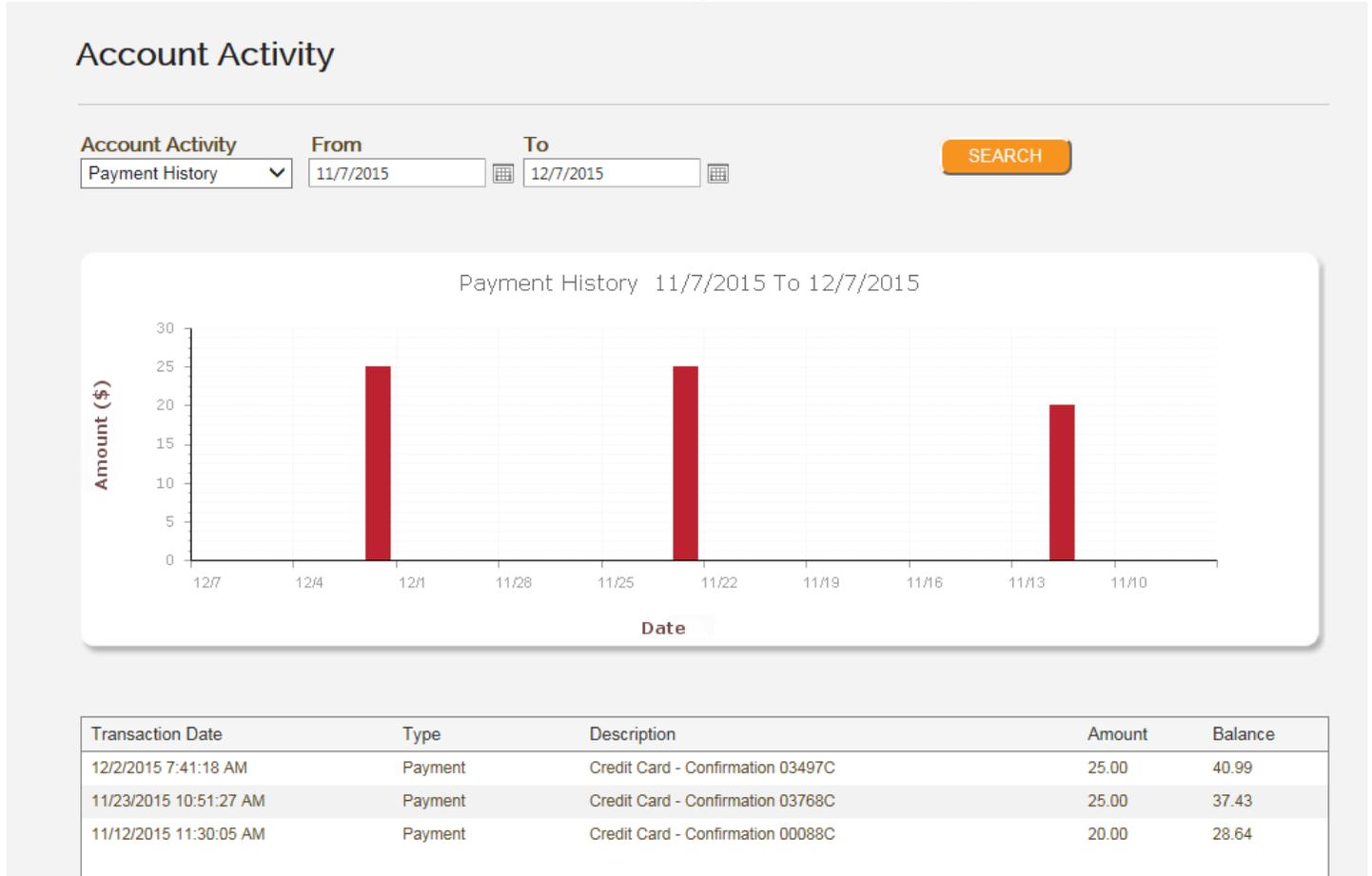
## Account Activity

Account Activity: Usage History (dropdown) From: 11/7/2015 (1) To: 12/7/2015 (2) Time Interval: Daily (3) SEARCH (4)



| Read Day   | Usage  | Usage \$ |
|------------|--------|----------|
| 11/07/2015 | 15.885 | 2.13     |
| 11/08/2015 | 12.781 | 1.71     |
| 11/09/2015 | 16.054 | 2.15     |
| 11/10/2015 | 18.06  | 2.42     |
| 11/11/2015 | 20.054 | 2.68     |
| 11/12/2015 | 12.053 | 1.61     |
| 11/13/2015 | 55.98  | 7.49     |

Once you click search, the data will show! For example: If you searched your payment history from the date 11/7/2015 to 12/7/2015, something like this would appear.



A very important part of the activity tab for prepaid customers is the communication history. When you select this option with the drop down arrow you are able to view all of the past notifications you have received. These are the texts we send you as reminders about payments.

# Account Activity

Account Activity From 11/7/2015 To 11/7/2015

| Date/Time             | Channel | Recipient  | Communication Type           | Text   |
|-----------------------|---------|------------|------------------------------|--|
| 12/17/2015 9:15:59 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] as an available balance of: \$23.49. Your average usage per day is: \$2.65. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay.  |
| 12/16/2015 9:15:54 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] as an available balance of: \$25.62. Your average usage per day is: \$2.60. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay.  |
| 12/15/2015 9:15:59 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] has an available balance of: \$27.3. Your average usage per day is: \$2.57. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay.  |
| 12/14/2015 9:16:08 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] as an available balance of: \$29.66. Your average usage per day is: \$2.59. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay.  |
| 12/13/2015 9:16:10 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] has an available balance of: \$30.63. Your average usage per day is: \$1.74. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay. |
| 12/12/2015 9:15:57 AM | E-Mail  | [REDACTED] | Daily Notification<br>prepay | Now Power: [REDACTED] as an available balance of: \$30.99. Your average usage per day is: \$1.74. Click <a href="https://now-myacct.smartgridcis.com/">https://now-myacct.smartgridcis.com/</a> to pay or call 844-227-2652 to pay.  |

# PROFILE TAB

Need to up your password? Go ahead and change it! The profile tab will allow you to edit your personal information as well as change your password.

To change your password:

- 1) Type in your current password into the "current password" box.
- 2) Type in your desired password to the box "new password" and the "confirm new password" boxes
- 3) Click update!

## Account Profile

### Mailing Address

\*Street #  \*Street name  Unit

\*City  \*State  \*Zip Code

Update

### Online Account Details

\*Email Address  \*Retype Email Address

\*Current Password  \*New Password  \*Confirm New Password

Update

### Communication Preferences

\*Mobile Phone  Home Phone

I would like to receive my communications in:

My preferred contact method is:

- E-Mail
- SMS Text

Update