

My Account User Guide

Getting Started with the new My Account.

My Account User Guide

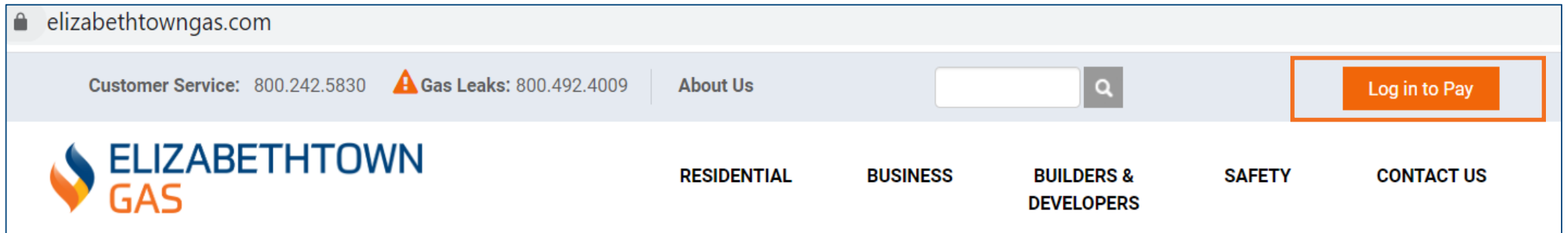
Please follow these step-by-step instructions to set-up your new My Account user profile:

- Click **Create an Account** on the homepage.
- Enter personal information, including email address, first name, and last name. Once you have verified this information, click **Next**.
- The system will send you a **verification code**. You can choose whether you would like the numerical code emailed or texted to you. If you select email, please check your spam folder. Once you have entered the code, click **Next**.
- Click **Link Existing Customer**.
- Select either “**Personal**” for residential accounts, or “**Business**” for commercial/industrial accounts.
- Enter your account number, first name, last name and zip code of the service address, click **Verify**.
- Next, you can choose to enroll in **Auto Pay**, **Paperless Billing (Go Green)** or **Budget Billing**, or click skip.
- Click **Get Started** to begin using the new My Account portal.



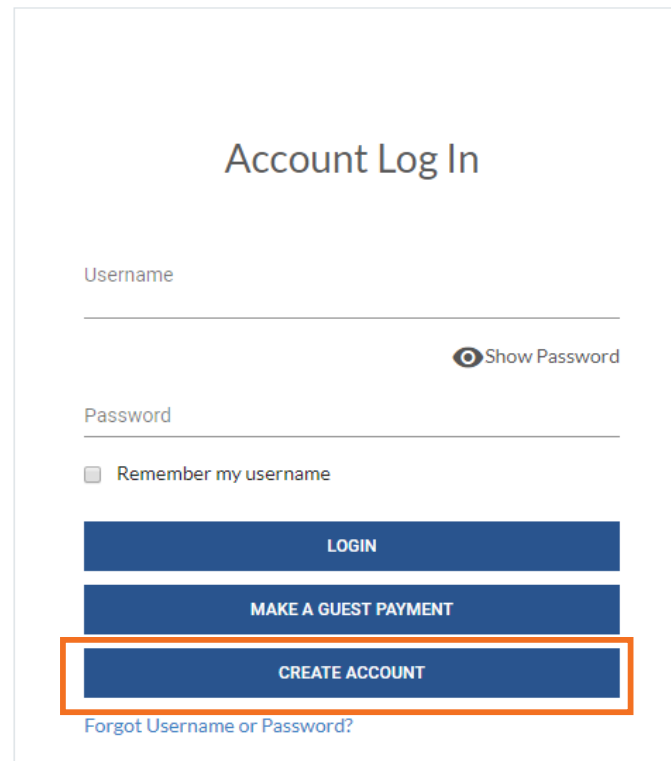
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To get started using My Account visit myaccount.elizabethtowngas.com or click the “Log in to Pay” button on the Elizabethtown Gas website.



My Account User Guide

Once on the landing page, all first-time visitors must create a new account, using the button highlighted below.



Account Log In

Username

Show Password

Password

Remember my username

LOGIN

MAKE A GUEST PAYMENT

CREATE ACCOUNT

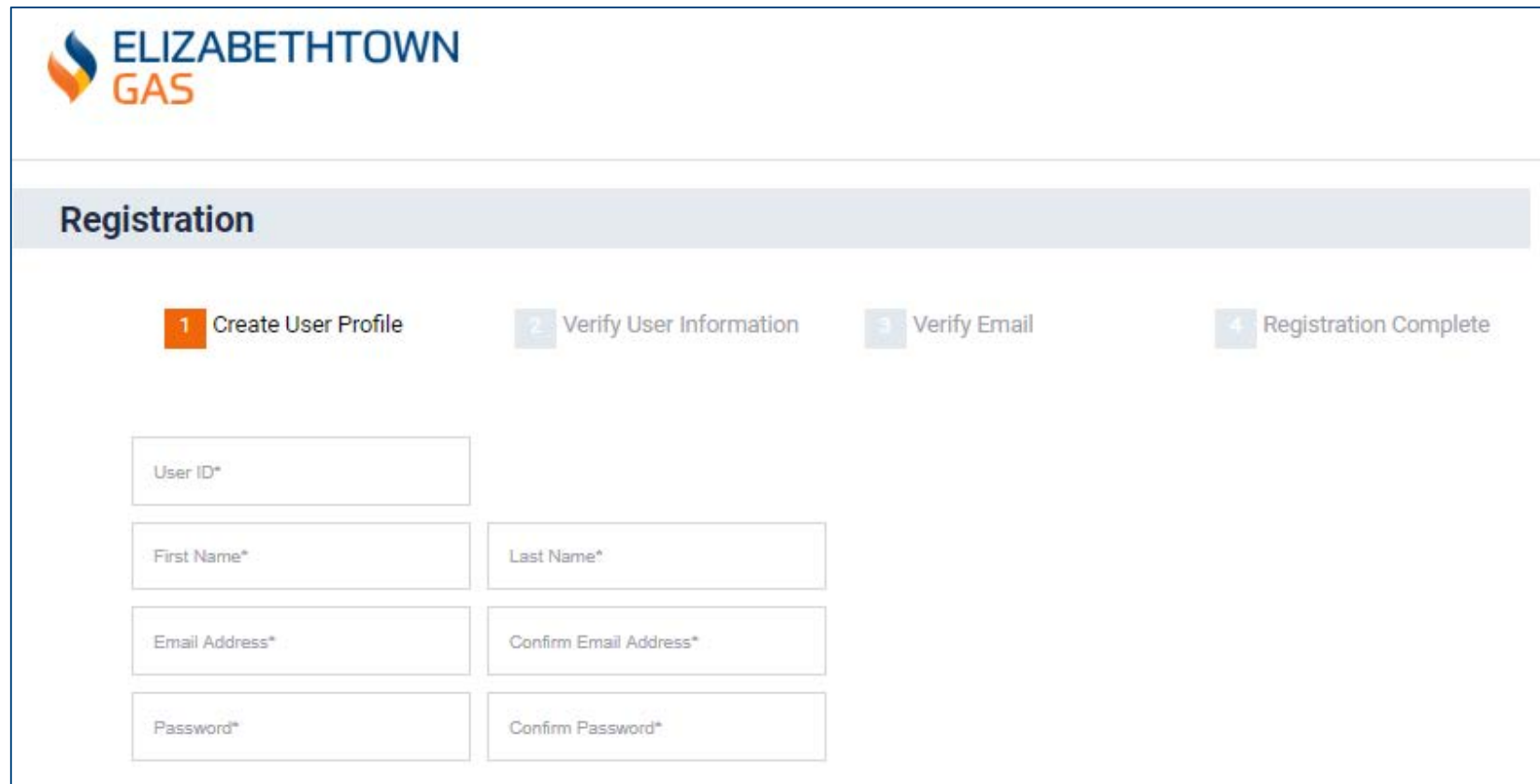
[Forgot Username or Password?](#)

The image shows a screenshot of a web form titled "Account Log In". It contains input fields for "Username" and "Password", a "Show Password" toggle, and a "Remember my username" checkbox. Below these are three blue buttons: "LOGIN", "MAKE A GUEST PAYMENT", and "CREATE ACCOUNT". The "CREATE ACCOUNT" button is highlighted with an orange border. At the bottom, there is a link for "Forgot Username or Password?".



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Enter personal information, including email address, first name, and last name. Once you have verified this information, click **Next**.

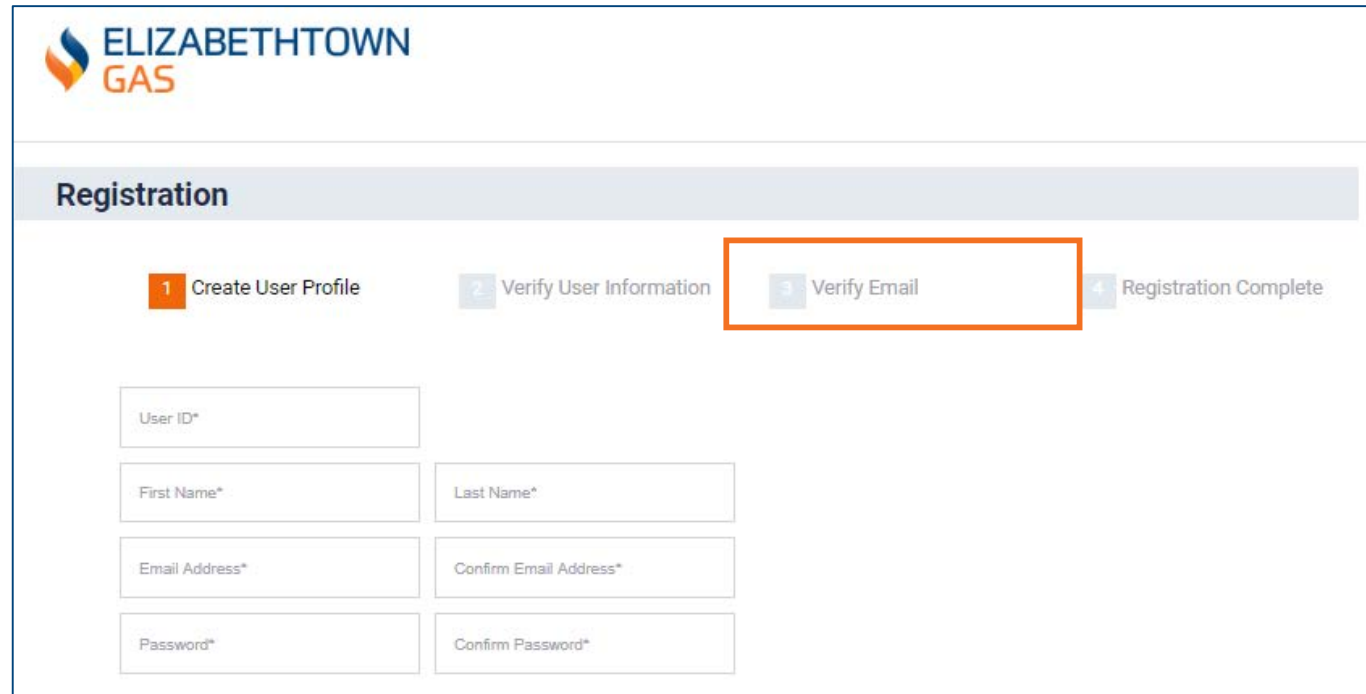


The screenshot shows the ElizabethTown Gas registration interface. At the top left is the logo for ElizabethTown Gas, featuring a stylized flame icon in blue and orange. Below the logo is a grey header bar with the word "Registration" in white. Underneath the header is a progress indicator with four steps: "1 Create User Profile" (highlighted with an orange square), "2 Verify User Information", "3 Verify Email", and "4 Registration Complete". The main form area contains several input fields: a single field for "User ID*", a row with "First Name*" and "Last Name*" fields, a row with "Email Address*" and "Confirm Email Address*" fields, and a final row with "Password*" and "Confirm Password*" fields.



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The system will send you a **verification code**. You can choose whether you would like the numerical code emailed or texted to you. If you select email, please check your spam folder. Once you have entered the code, click **Next**.

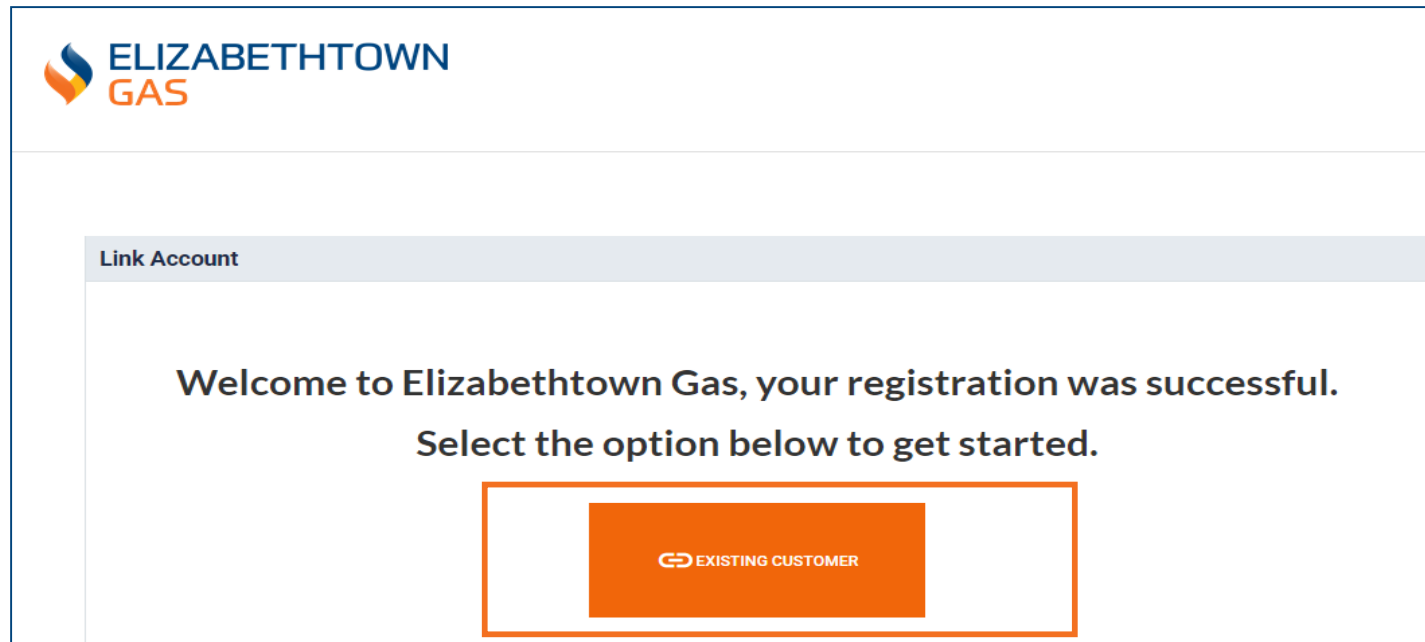


The screenshot displays the Elizabethtown Gas registration interface. At the top left is the logo for Elizabethtown Gas, featuring a stylized flame icon and the text "ELIZABETHTOWN GAS". Below the logo is a grey header bar with the word "Registration" in white. Underneath the header, there is a progress bar with four steps: "1 Create User Profile", "2 Verify User Information", "3 Verify Email", and "4 Registration Complete". The "3 Verify Email" step is highlighted with an orange border. Below the progress bar are several input fields for registration: "User ID*", "First Name*", "Last Name*", "Email Address*", "Confirm Email Address*", "Password*", and "Confirm Password*".



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Next, you will need to link your Elizabethtown Gas account. Click **Link Existing Customer**.



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Select whether you are a residential or business account. Then, enter the required information. Once you've completed the prompts, click **Verify**.

Residential Account

Link Account

1 Verify Utility Account 2 Confirm Mailing Address 3 Enroll in Auto Pay 4 Enroll in Paperless Billing

Please complete the required fields below then click Verify. Your account number is located in the upper right-hand corner of your billing statement.

PERSONAL BUSINESS

Account Number*

First Name *
(As it appears on your bill)

Last Name *
(As it appears on your bill)

Last 4 of SSN

Service Address Zip Code *

* Required Fields

Commercial/Industrial Account

Link Account

1 Verify Utility Account 2 Confirm Mailing Address 3 Enroll in Auto Pay 4 Enroll in Paperless Billing

Please complete the required fields below then click Verify. Your account number is located in the upper right-hand corner of your billing statement.

PERSONAL BUSINESS

Account Number*

Business name *

Last 4 of EIN

Service Address Zip Code *

* Required Fields



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Next, follow the steps you can choose to enroll in **Auto Pay**, **Paperless Billing (Go Green)**, **Budget Billing**, or click skip.

Link Account

- 1 Verify Utility Account
- 2 Confirm Mailing Address
- 3 Enroll in Auto Pay
- 4 Enroll in Paperless Billing




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Once you've completed all the steps, click **Get Started!**

Link Account

- 1 Verify Utility Account
- 2 Confirm Mailing Address
- 3 Enroll in Auto Pay
- 4 Enroll in Paperless Billing


[GET STARTED](#)

