Frequently Asked Questions

eUtility

Q: **What is eUtility?**
A: eUtility is a secure internet site in which City of Medicine Hat utility customers can:
- View current and past utility statements
- View billed consumption history
- View detailed consumption history from automated meters through Customer Connect
- View services provided to them
- Request changes to their account
- Request and set up eBilling (paperless billing)

Q: **Why sign up for eUtility?**
A: eUtility is convenient, easy to use, and gives you the ability to access your utility information outside of regular business hours.

Q: **Where do I sign up for eUtility?**
A: You can sign up at www.medicinehat.ca/ebilling

Q: **What do I need to register for my eUtility account?**
A: You will need your customer ID number and your access code (found on your utility statement or sign on form)

Account Number	500000-1000000
Access Code	MH123456
Bill Period	Jan 01 to Jan 31

Account Number:	512535-1000000
Access Code:	MH529224

Q: **What is an Access Code?**
A. Your access code is a unique number assigned to each utility customer in order to provide an extra level of security when logging onto the site.

Q: **Why do I need to enter identification? (Access code)**
A: The City's priority is to protect your privacy. This is a security feature to ensure only the account holder has access to their utility account.

Q: **What kind of password do I use?**
A: Your password must be at least 7 characters. One that is easy for you to remember.

Q: **I'm trying to sign on and nothing is happening?**
A: If incorrect information is entered, an error message near the top of the page will populate. Correct the error and try again. If you are still having difficulty, please contact us at **customer_accounts@medicinehat.ca** or call customer service at **403.529.8111**.

Q: **What happens if I forget my password? Who do I contact?**
A: Use the "forgot your password?" option on the Login page. An email will be sent to your inbox prompting you to reset it.

Q: **What if I have more than one account? Can I see all my locations with one account?**
A: Yes, all accounts associated with your Customer number will be displayed. If you have multiple customer numbers, you can link them under one user name by going to **Preferences > Manage Customer Accounts** and register a new customer number to your account.

eBilling

Q: **What is eBilling?**
A: eBilling is paperless billing. Instead of receiving a paper utility statement in the mail, you receive an email notification that your statement is ready for viewing at the eUtility website.

Q: **Why sign up for eBilling?**
A: eBilling supports going green conservation initiatives by eliminating paper waste. By signing up for eBilling, you are also saving the City of Medicine Hat money in postage, paper, and envelope costs. This money can then be used for other City initiatives to help better our community.

Q: **How do I set up paperless billing (eBilling)?**

A: Once set up on eUtility, go to the ☰ icon and "Sign up for eBilling". You can also select eBilling during the registration process.

Q: **If I sign up for eBilling, when will I receive my first statement?**
A: Once you sign up for eBilling, your next scheduled statement will be paperless!

Q: **How am I notified that my utility statement is ready? Is it attached to the email?**
A: An email notification is sent to you indicating that the utility statement is ready for viewing on the eUtility web site. For security reasons, the actual utility statement is not attached to the email. The amount of the bill, the amount of the account, and due date are indicated in the email.

Current Bill Amount:	$156.71
You Currently Owe:	$306.63
Please pay by:	October 29, 2018

Q: **What if I forget I received the email stating my statement was ready?**
A: A payment due reminder is sent out 1 week prior to the due date. If you do not wish to receive the reminder notifications, you can choose to stop the alerts.

Q: **If I don't want to sign on for paperless billing, will I get charged a fee for a paper utility statement?**
A: No additional fees will be charged for customers who want their utility statement mailed at this time, but there may be a monthly charge in the future.

Customer Connect (Detailed Consumption Data)

Q: **Who can access and see their Detailed Consumption Data?**

A: Only those customers with Automated Meters and an eUtility account can view their detailed consumption history by clicking on the [≡▾] icon beside your account.

Q: **What information can I see?**

A: Customers can view Daily, Weekly and Monthly data just by clicking on the symbols at the top right corner of the screen ([D] [W] [M]) or by clicking on a specific day.

Q: **Will my consumption data displayed online match my bill?**

A: Your consumption data shows patterns of your utility (electric, gas and water) use, taken at hourly intervals and displayed based on monthly consumption. Your bill, on the other hand, is based on your total utility use at the end of each billing period.

Q: **My hourly consumption graphs won't load?**

A: The consumption graphs require pop-up windows allowed. When prompted, choose to allow. iPhones require you to turn off the "Block Pop up" setting.

Q: **How does a customer set their notifications?**

A: Click on the **My Account** button in the upper right hand corner of the programs landing screen. Scroll down to the **Notification Settings** title.

Choose either the **Electrical**, **Water** or **Gas** tab, according to the commodity for which you wish to set a notification, then choose the consumption period for which you would like to receive an alert (daily, weekly, monthly) and enter a value in the consumption field (by default, the program will ask you to enter a consumption value in metric units).

Finalize your notification under **My Notification Contact Methods** by choosing from among two message delivery options. To simply receive a message on your portal the next time you log into the system, check the **Web Portal** radio box. You may also enter a valid email address.
Click **Save** to confirm your choices.

General

Q: **Are utility rates going to increase to pay for this eUtility / eBilling program?**
A: No, the cost savings benefits of postage, printing and paper will pay for this program.

Q: **I don't have a computer and can't use this, what happens?**
A: Nothing changes for you. All the same services that you're received in the past, you will continue to receive.

Q: **Is the site secure?**
A: Yes, the City of Medicine Hat strives to protect your privacy.

Q: **Every time I click on the word Preferences, I get brought back to the log in page. What's wrong?**
A: Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website, and can be accesses either by the web server or the client computer. If the path has changed, your computer memory (or cookies) may direct you to a different page. To clear cookies, you must clear your cache. CTL+ F5.

Q: **How do I enter to win the gift card draw? When is the draw?**
A: Simply by registering for eBilling your name will automatically be entered for the draw. Next draw for a $250 gift card is November 19 & December 19. These draws are for all eBilling customers, so the sooner you switch to eBilling, the more chances you have to win!

Q: **Who do I contact for more information?**
A: Customer Service, Main Floor, City Hall.
Phone: (403) 529-8111
Fax: (403) 525-8696
Email: customer_accounts@medicinehat.ca
Website: www.medicinehat.ca/eUtility