

Customer Web Portal

View Account and Pay all in one Portal

You will need your most recent statement.

My Account Login

User Name

Password

Remember me

[Forgot your password?](#)
[Forgot your User Name?](#)

[Login](#)

[Contact Us](#) [Quick Pay](#)

Enter User Name and Password.

- If this is your first logging into the Customer Web Portal, you'll need to set up a new password.

For Quick Pay – NO Login Required

Sign Up

Creating a User Name gives you access to your account details and some great tools including:

- View Smart Meter consumption data
- View and Pay your bills online
- Review your transaction and payment history
- Analyze and download electricity and water usage
- Add multiple accounts to your web profile
- Report and view power outages

Before you get started, please have your most recent bill handy to complete the registration form.

[Sign Up Now](#)

Don't have User Name Account?
Click **"Sign Up Now"**

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Creating a User Account

Create a user account to set up AutoPay, view your usage history, and access many other features

Web Access Registration

The information provided will only be used for the purpose of registration and not for forwarding unsolicited emails.

Fields marked with an asterisk (*) are mandatory.

Login Details

*User Name: ?

Use a permanent name, example Joe.Smith

*Password: ?

8 to 20 characters

*Confirm Password:

Confirm Password

*Forgot Password Security Question: ?

Select One ▼ Select a question from the list

*Forgot Password Security Answer: ?

Enter an answer you will remember

*Sign-up for Paperless bills? ?

Coming Soon

Personal Details

*First Name:

Your first name

*Last Name:

Your last name

*Email Address:

Your email address

*Confirm Email:

Confirm your email address

Phone Number:

9999999999

Ext:

Mobile Phone Number:

9999999999

*Account Number - See below for sample ?

Eg. 12345-99

Must include Dash (12345-06)

*Enter name as printed on your bill ?

*Enter name as

Exacting how the Name is printed on invoice.

Read and Accept our Terms of Use in order to Register. [Read More](#)

Accept

Sign Up Now

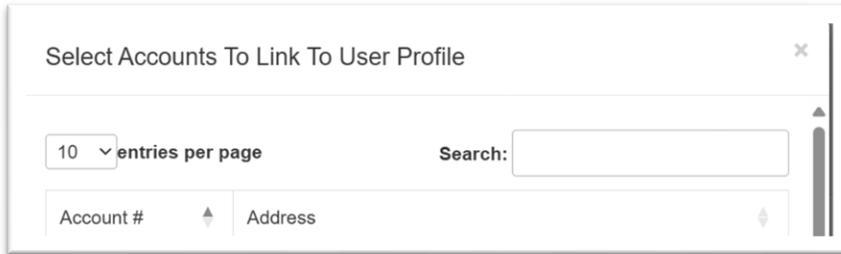
Return to Login

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You can Select Account / Accounts you would like to link to your customer portal

- If you have multiple addresses under your Customer Number, you can select all. This will select the Account # and Occupant # of all accounts under your Customer Number.
- Landlords - Don't select any accounts that tenants moving in and out.

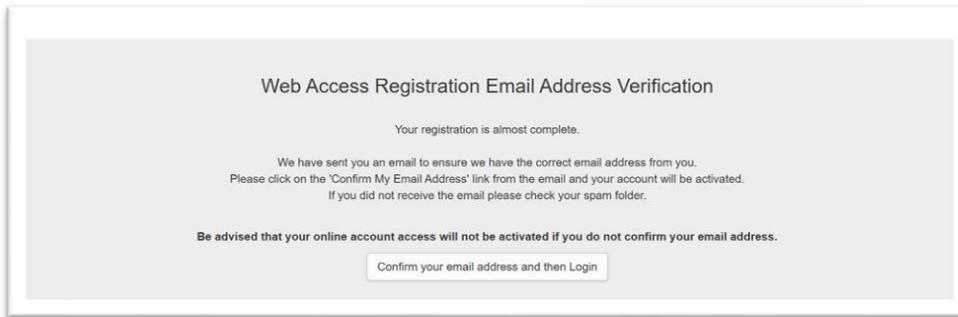


Select Accounts To Link To User Profile

10 entries per page Search:

Account #	Address
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Click **“Confirm your email address and then Login”**



Web Access Registration Email Address Verification

Your registration is almost complete.

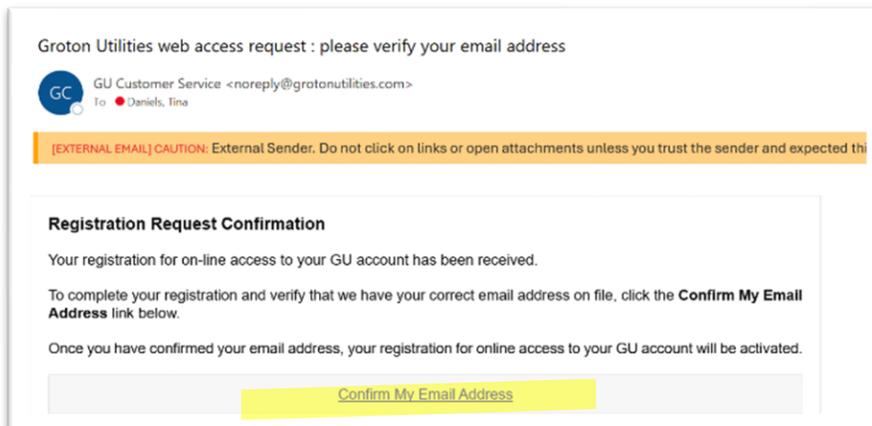
We have sent you an email to ensure we have the correct email address from you.
Please click on the 'Confirm My Email Address' link from the email and your account will be activated.
If you did not receive the email please check your spam folder.

Be advised that your online account access will not be activated if you do not confirm your email address.

[Confirm your email address and then Login](#)

MUST click **“Confirm My Email Address”**

- An email will be sent for final confirmation and verify email.



Groton Utilities web access request : please verify your email address

GU Customer Service <noreply@grotonutilities.com>
To: Daniels, Tina

[EXTERNAL EMAIL] CAUTION: External Sender. Do not click on links or open attachments unless you trust the sender and expected this email.

Registration Request Confirmation

Your registration for on-line access to your GU account has been received.

To complete your registration and verify that we have your correct email address on file, click the **Confirm My Email Address** link below.

Once you have confirmed your email address, your registration for online access to your GU account will be activated.

[Confirm My Email Address](#)

Once email is verified you will receive another email that your registration is complete.

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Dashboard

 Home

Main Dashboard for Account Details / Usage History / Current Bill / Account Activity

 Bills & Payment

View Bills / Pay my Bill / Sign Up for AutoPay / Add payment methods to My Wallet

- “\$Pay Bill” on Home Dashboard will also bring you to this tab

 Transactions

Account Transactions

 Billed Usage

Billing usage for Electric and Water

 Smart Meter

Electric Usage

- Daily or Hourly
- Date Range

 Compare

Compare Current Month to Previous Month or Same period last year.

 Profile

User Account information

 Forms

Commonly used Customer Service Forms

 Log Out

Customer Web Portal

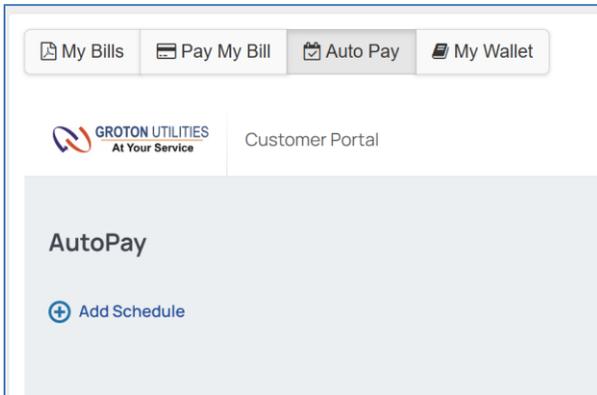
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Setting up AutoPay

Click "\$ Bills & Payments" Tab

Click "AutoPay" Tab

Click "Add Schedule"



Select Account(s) that you would like to set up AutoPay for or add new account
Click "continue"

Select "Payment Method" if not listed, click "add new one."

- Click which "Payment Method" you will be using
- Click "Continue"

Frequency:

- Monthly -Fixed Amount
- Bill amount on due date

End Date (Optional)

- If you enter an End Date, the AutoPay will stop on that date.

Payment Amount

- If selected "Bill amount on due date" Bill Amount will automatically be filled in
- If selected "Monthly-Fixed Amount" You will need to enter the amount you want to pay each month.

Total Amount

- If selected "Bill amount on due date" Bill Amount will automatically be filled in
- If selected "Monthly-Fixed Amount" The amount you entered in the Payment Amount section will be filled in.
- Enter the amount you want to pay each month.

Payment Type:

- This is the payment method you selected.

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Schedule Notification Preferences

- Do not remind me
- Remind me 2 days in advance of a scheduled payment
- Remind me 3 days in advance of a scheduled payment
- Remind me 4 days in advance of scheduled payment

Both boxes need to be checked to proceed.

Click “ Create AutoPay”

[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

I authorize ACH direct debit payment (ACH Debit).

By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller’s customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.