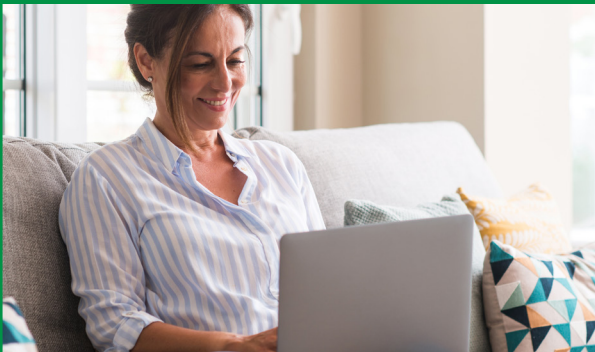




*My*DEMCO

Features of the *My*DEMCO Dashboard

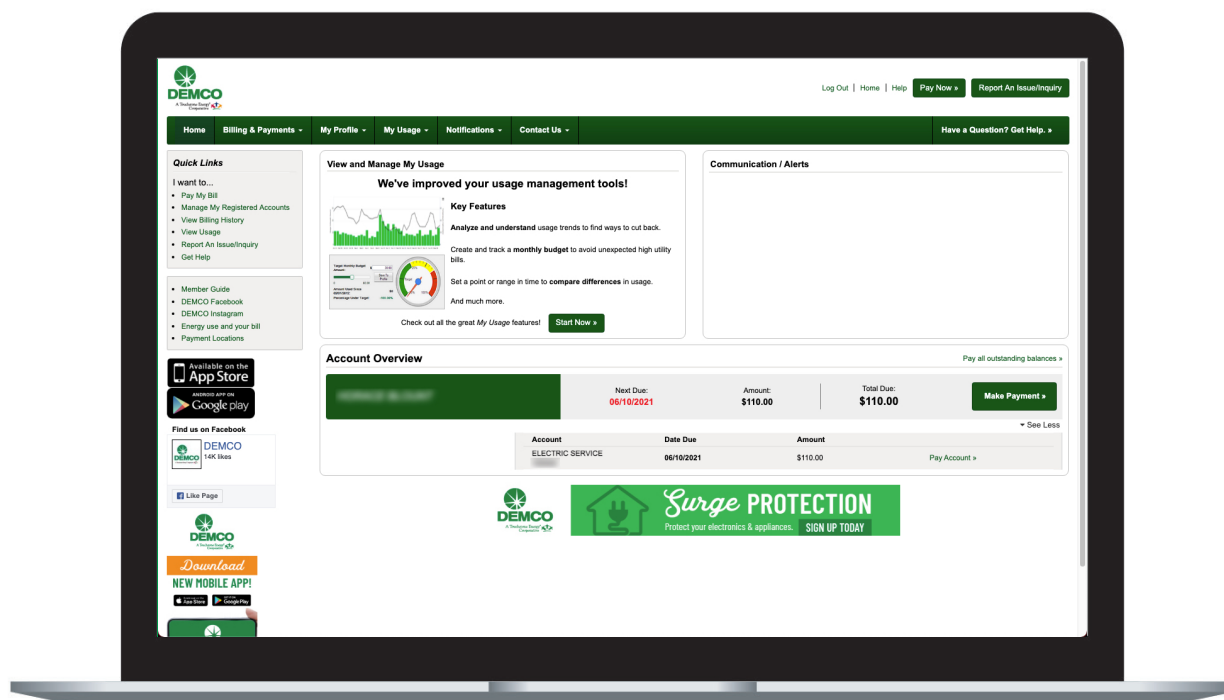


Life can be fast and hectic but paying your bill doesn't have to complicate things. With the *MyDEMCO* web and mobile app, taking care of business helps save you time.

MyDEMCO is your account management tool, whether online or using the mobile app.

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MyDEMCO Account Dashboard

Whether through our website, your tablet or your smartphone (either iOS or Android), you'll be able to manage your account, view and pay your bills, report service issues, receive key notices and monitor your electric usage 24/7.

From the *MyDEMCO* account dashboard you'll see:

- Quick links that will lead you to all the other features of *MyDEMCO*
- Graphs to help you analyze and understand your energy usage trends
- Communications and alerts from us
- An overview of all the accounts you track within *MyDEMCO*, including Auto Pay dates (if you are enrolled), any amounts due and multiple links to make a payment

Contact Us Tab

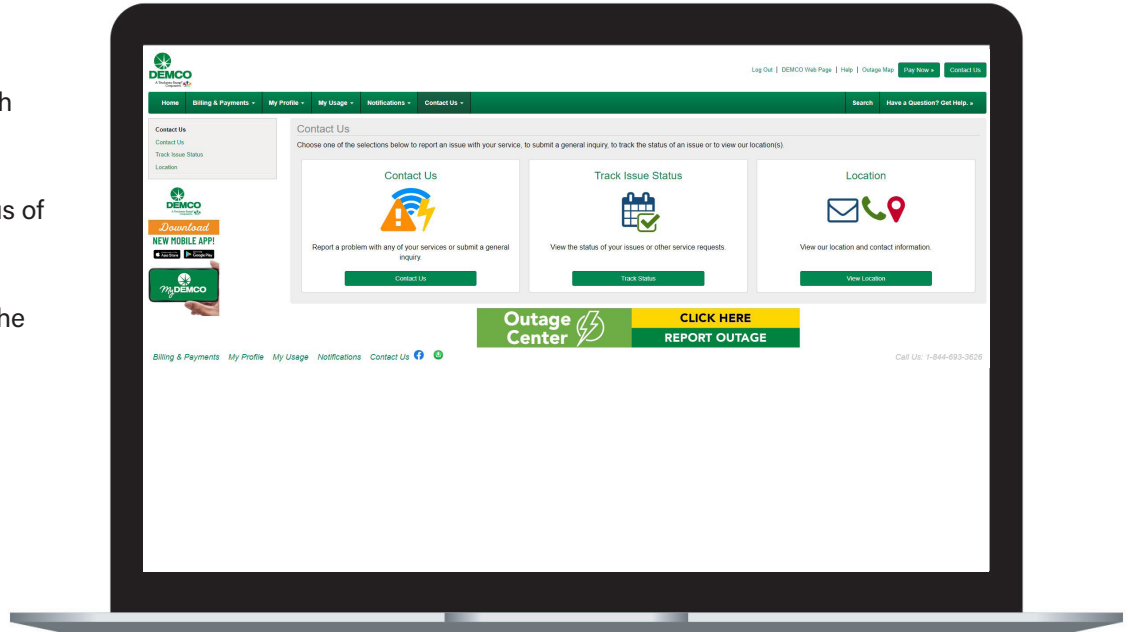
Not only can you receive notifications from MyDEMCO you can also contact us with member service requests or questions.

Contact Us: Main Screen

You can report an issue with your service or submit a general inquiry.

You can also track the status of an issue or service request.

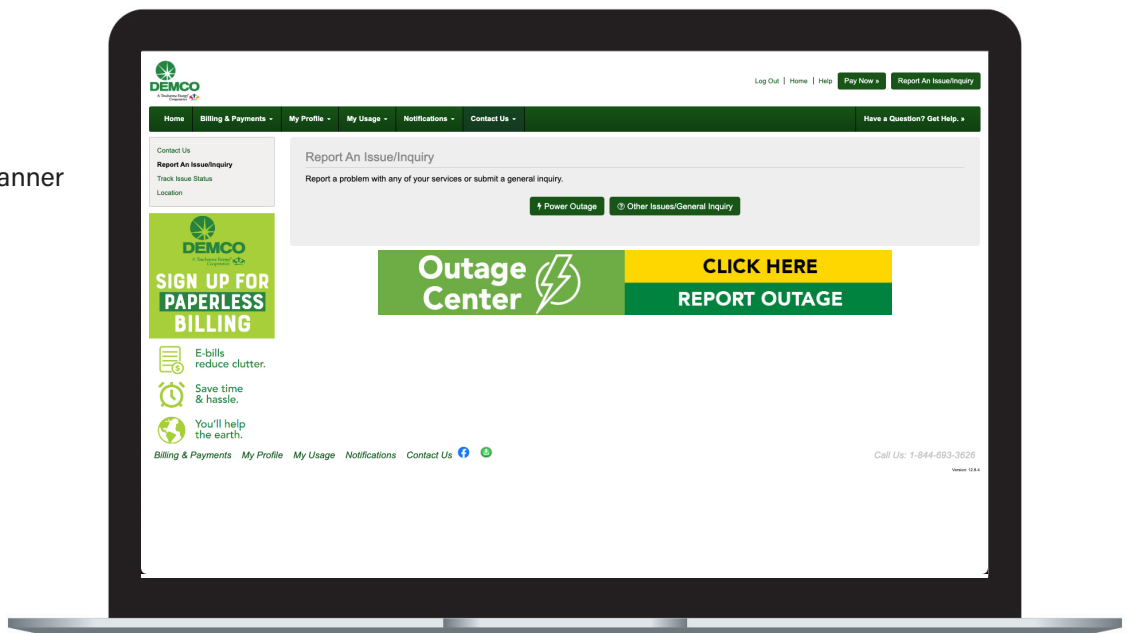
View our locations and contact information using the Location tab.



Contact Us: Submit Other Issue/ General Inquiry:

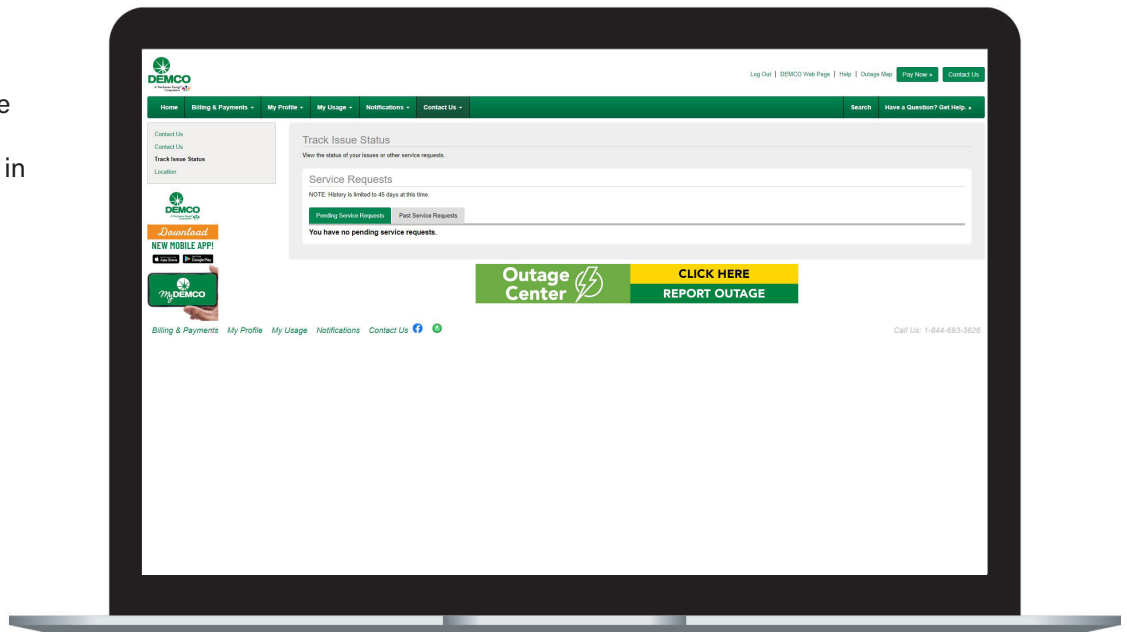
Report Outage:

Click the 'Report Outage' banner to report an outage.



Contact Us: Track Issue Status

In this section, you'll be able to track issues and service requests both pending and in the past.



Billing & Payments Tab

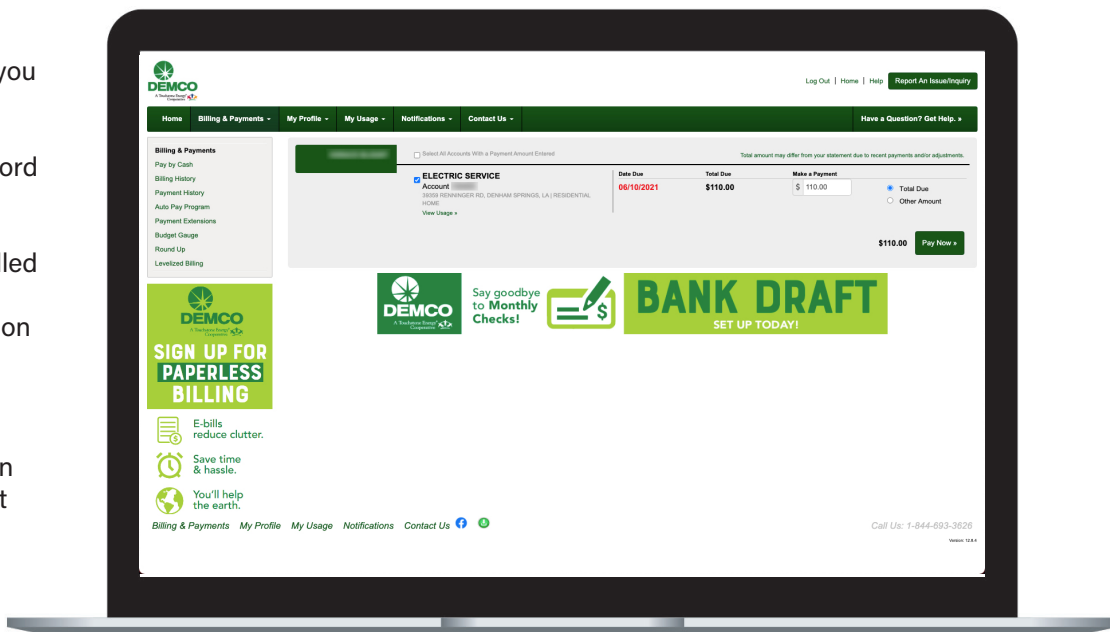
Paying your bill has never been easier. Make payments from anywhere at any time, or set up Auto Pay and stop worrying about forgetting to pay the bill every month.

Billing & Payments

A summary of all accounts you have registered including

- Account numbers
- Billing addresses on record
- Due dates
- Auto Pay dates and amounts if you are enrolled
- A **Pay Now** button to quickly make payments on your balance due.

The first time you make a payment -- either online or on the mobile app -- you can securely store your payment information for easy future transactions.



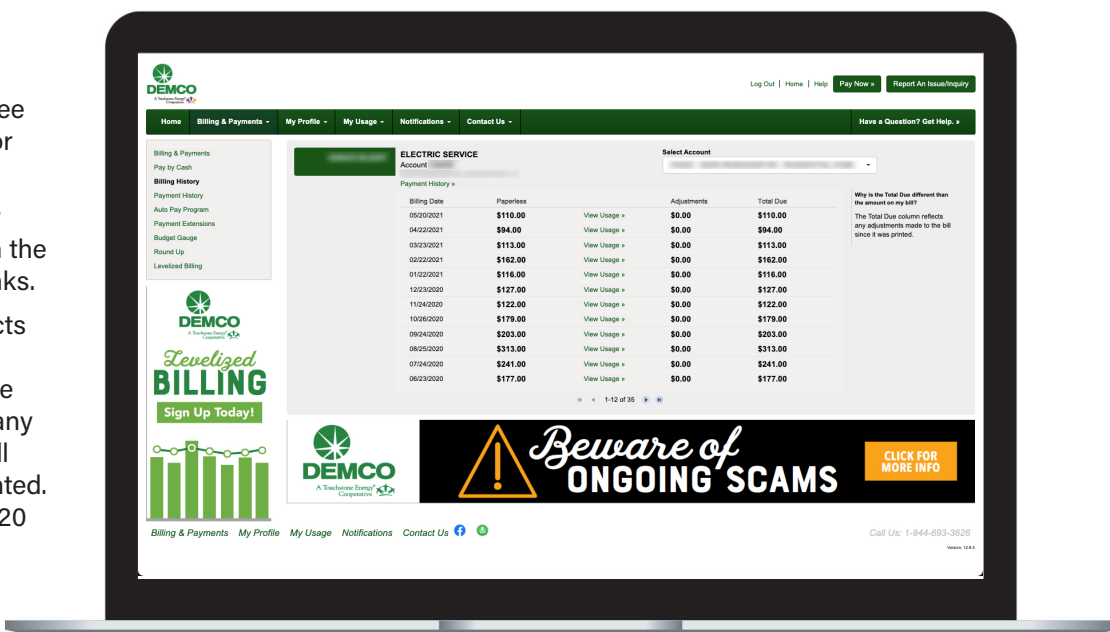
Billing & Payments: Billing History

From this screen, you can see the history of all past bills for your account.

You can also view the bill or usage per bill by clicking on the **View Bill** or **View Usage** links.

The Total Due column reflects the amount due for the respective billing period. The adjustment column shows any adjustments made to the bill after the statement was printed. (Statements prior to July 2020 are not available.)

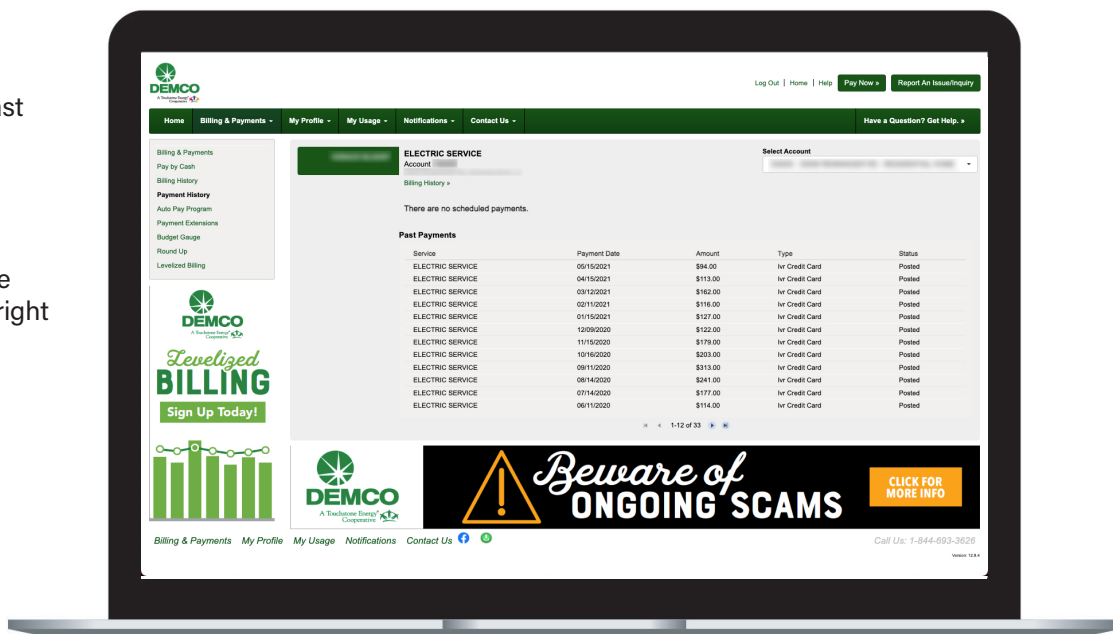
If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.



Billing & Payments: Payment History

See at a glance all of the past payments that have been posted to your account.

If you manage multiple accounts, you can switch between accounts using the dropdown list in the upper right hand corner.

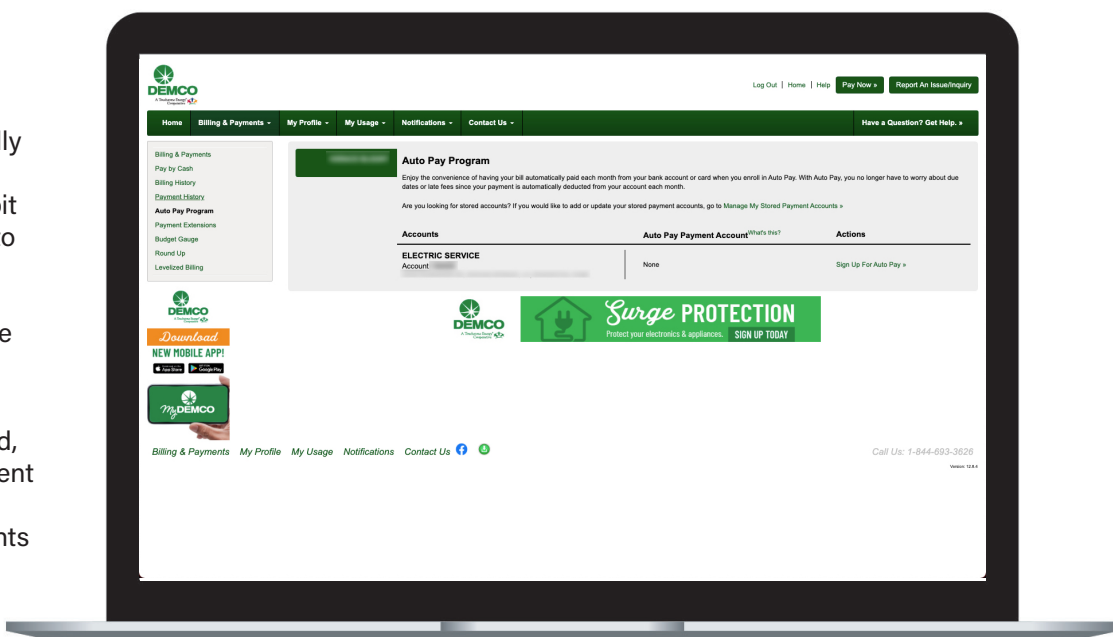


Billing & Payments: Auto Pay

Enjoy the convenience of having your bill automatically paid each month from your bank account, credit or debit card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since payments are scheduled.

For each account you have with us, you'll be able to add, edit, and remove any payment method you have setup to automatically make payments on your bill each month.

Just click on the **Manage My Stored Payment Accounts** link to get started.

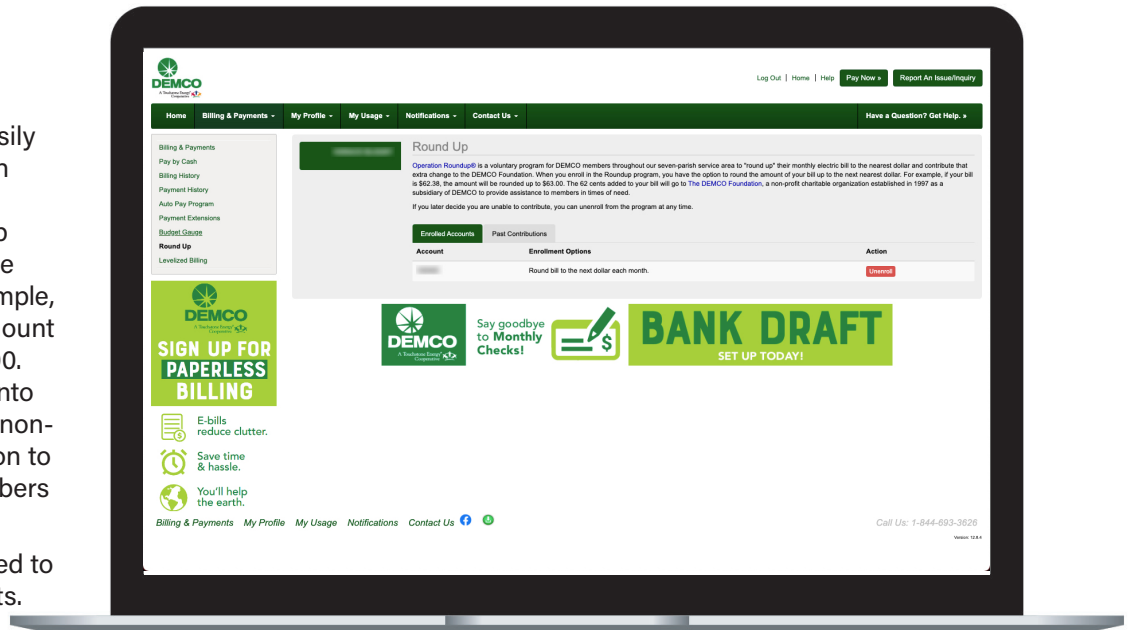


Billing & Payments: Round Up

Operation Round Up is a program where you can easily make a donation to those in need. When you enroll, you have the option to round up amount of your bill up to the next nearest dollar. For example, if your bill is \$62.38, the amount will be rounded up to \$63.00. The 62 cents is deposited into the DEMCO Foundation, a non-profit charitable organization to provide assistance to members in times of need.

An **Enroll** button is displayed to the right of eligible accounts.

You'll read and agree to the Terms & Conditions, and select which contribution option you would like. You can easily unenroll at any time.

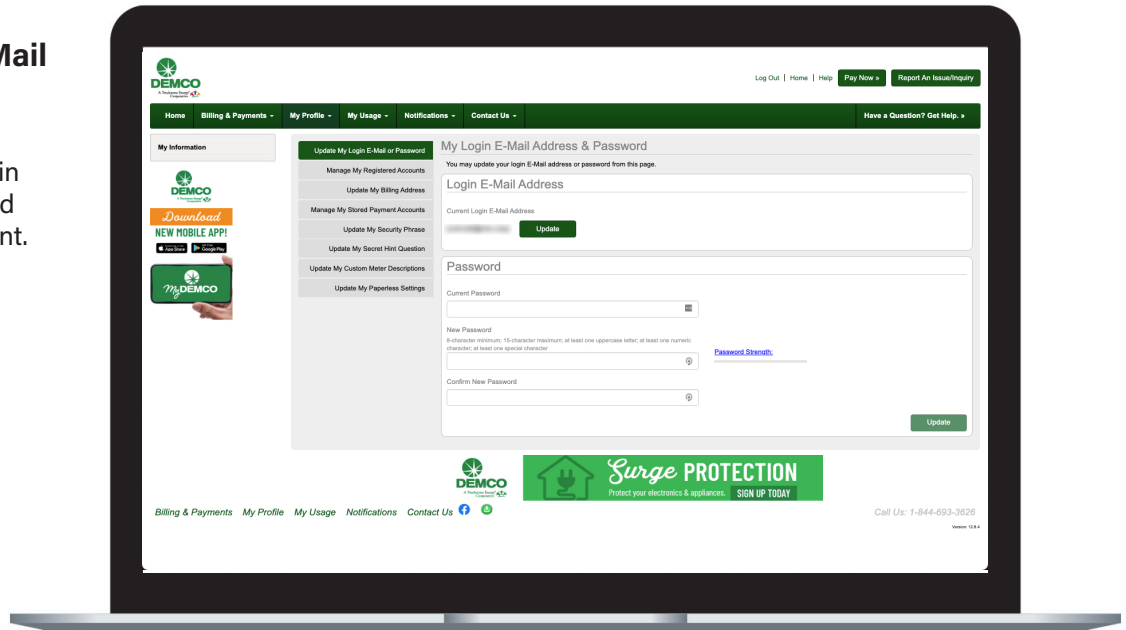


My Profile Tab

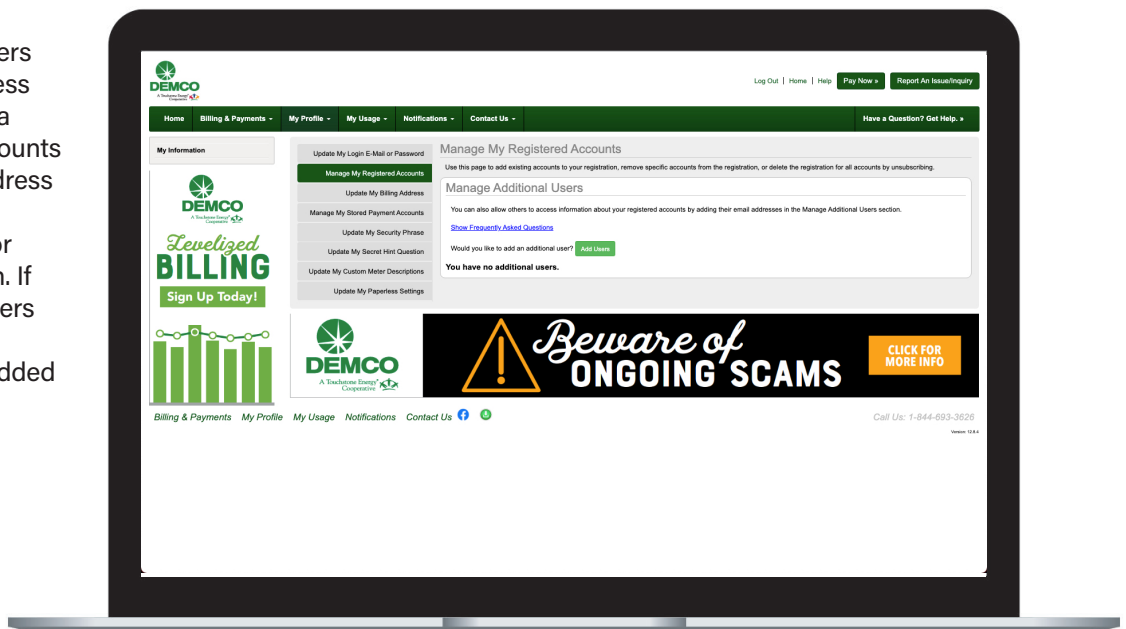
This is where you can find and update any of your account settings. You can be confident that your personal and financial information is safe and secure on MyDEMCO.

My Profile: Update My Log-in E-Mail or Password

In the main section you will be able to manage your login email address and password associated with your account.



The 'Manage my Registered Accounts' tab allows members to give additional users access to their online profile, using a separate login. Member accounts can only have one email address listed on them, which is the primary email that is used for their MyDEMCO registration. If additional household members need access to the online account, then they can be added using this option.



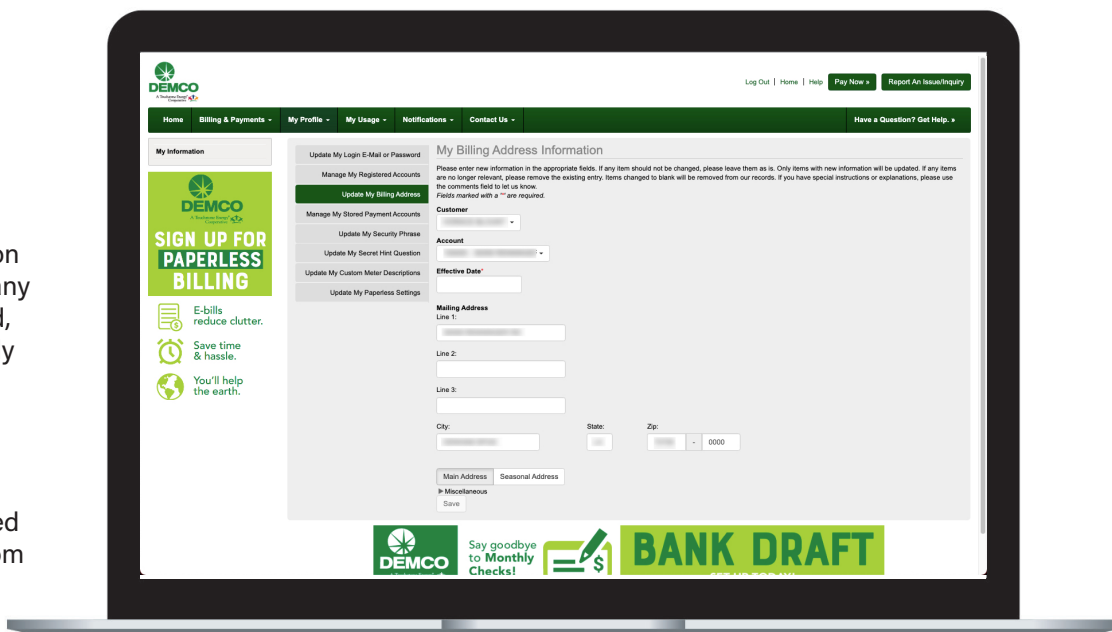
My Profile: Update My Billing Address

In this section, you'll be able to manage your billing address information.

Please enter new information in the appropriate fields. If any item should not be changed, please leave them as is. Only items with new information will be updated.

If any items are no longer relevant, please remove the existing entry. Items changed to blank will be removed from our records.

If you have special instructions or explanations, please use the comments field to let us know.

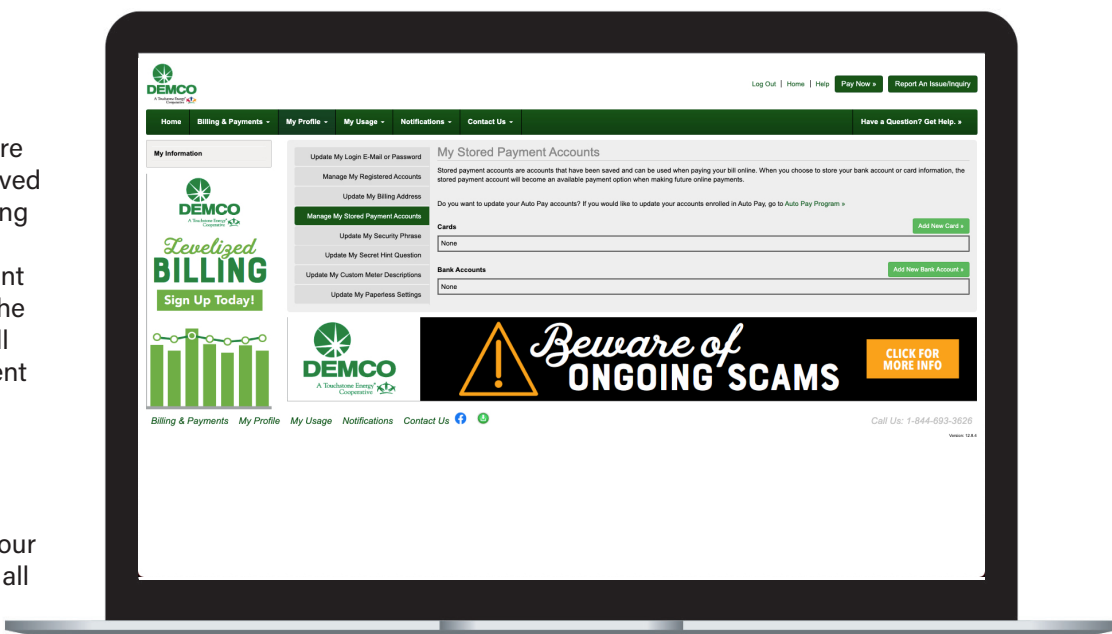


My Profile: Manage My Stored Payment Accounts

Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store bank account or credit card information, the stored payment account will become an available payment option when making future online payments.

Click the Add New Card or Add New Bank Account button on the right to add your stored payments. You'll see all payment methods stored in this section.

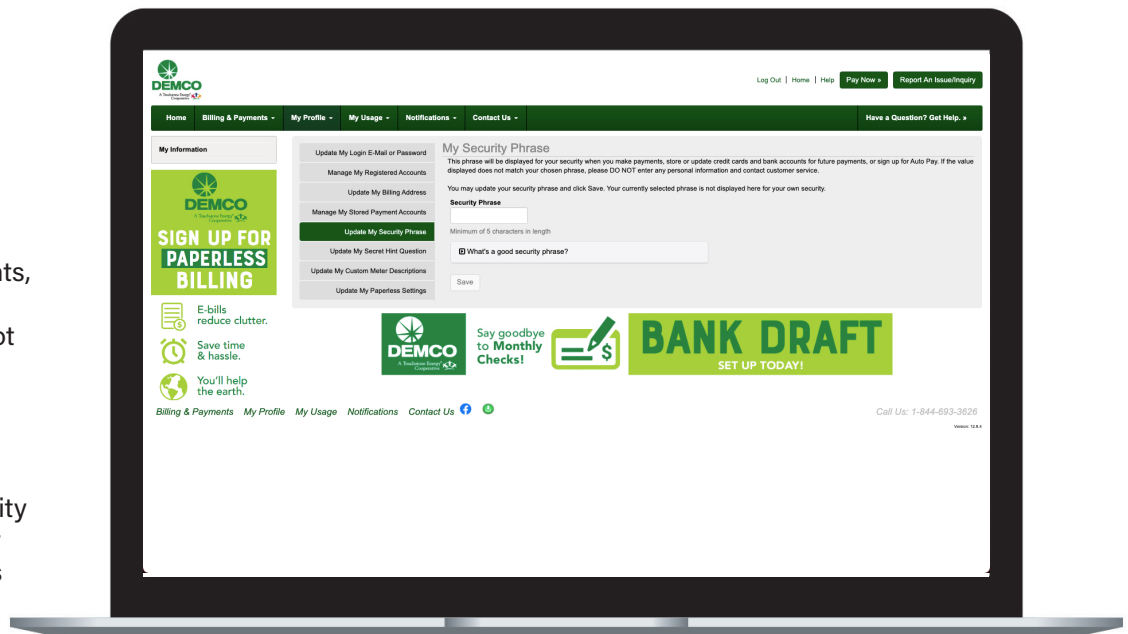
You also have the option to enroll in Auto Pay program.



My Profile: Update My Security Phrase

This phrase is required to be set up before you make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay. If the value displayed does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

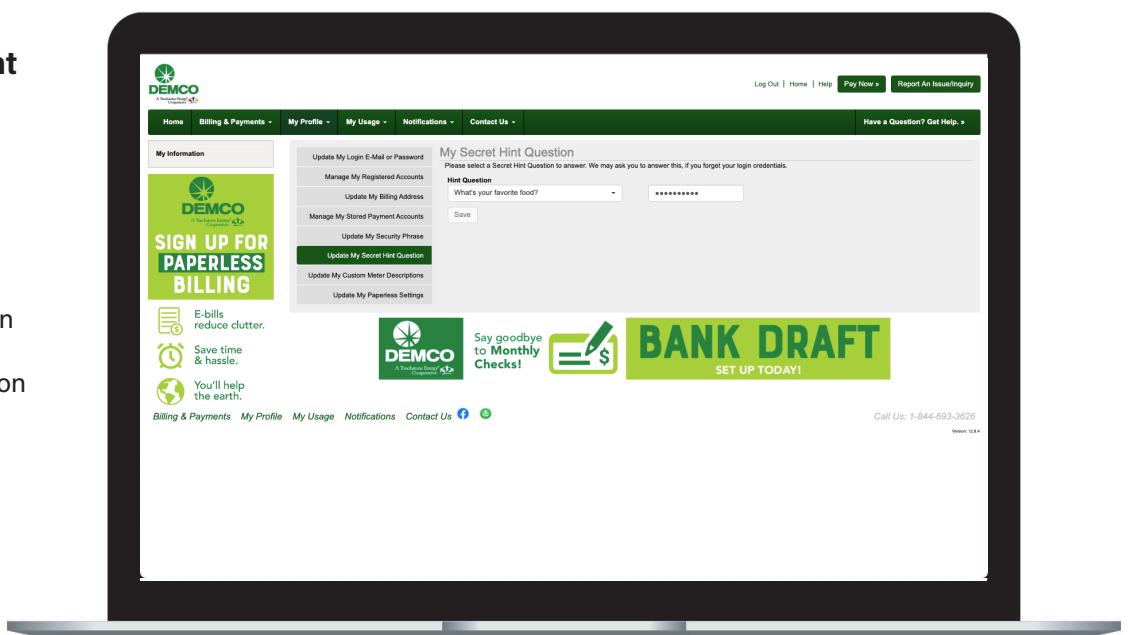
You may update your security phrase and click Save. Your currently selected phrase is not displayed here for your own security.



My Profile: Update My Secret Hint Question

The Secret Hint is used to create added security when you forget your login credentials.

You can select your hint question from the dropdown list and enter the correct answer. Click the Save button to update your secret hint.

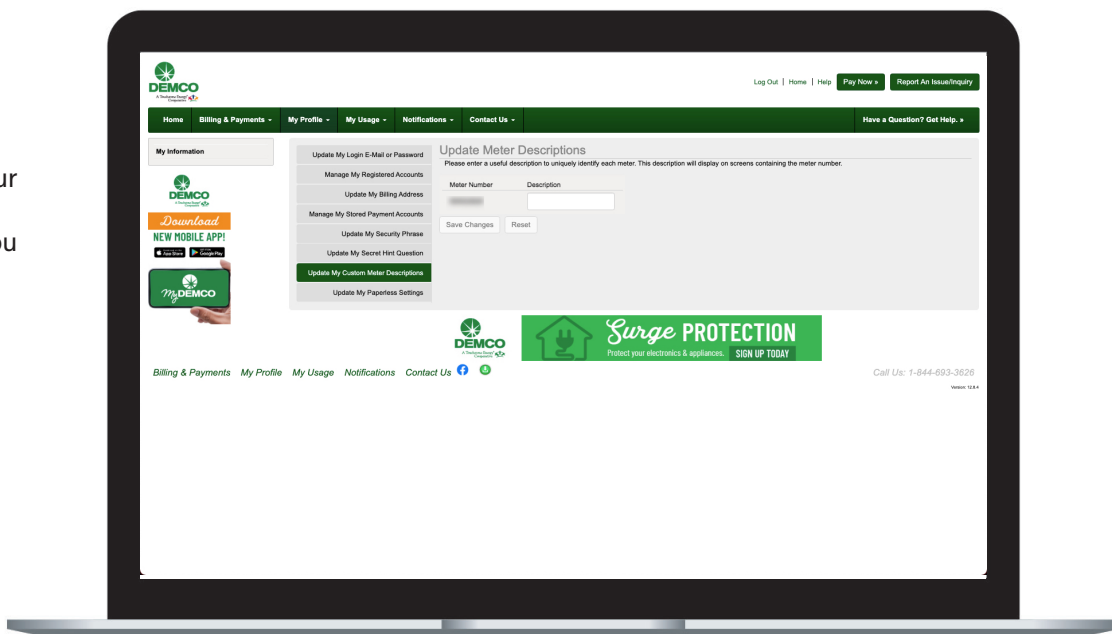


My Profile: Update My Custom Meter Descriptions

If you have multiple meters that are associated with your account, this screen allows you to label them to help you identify them easier.

Type the description for the meter and click the Save Changes button.

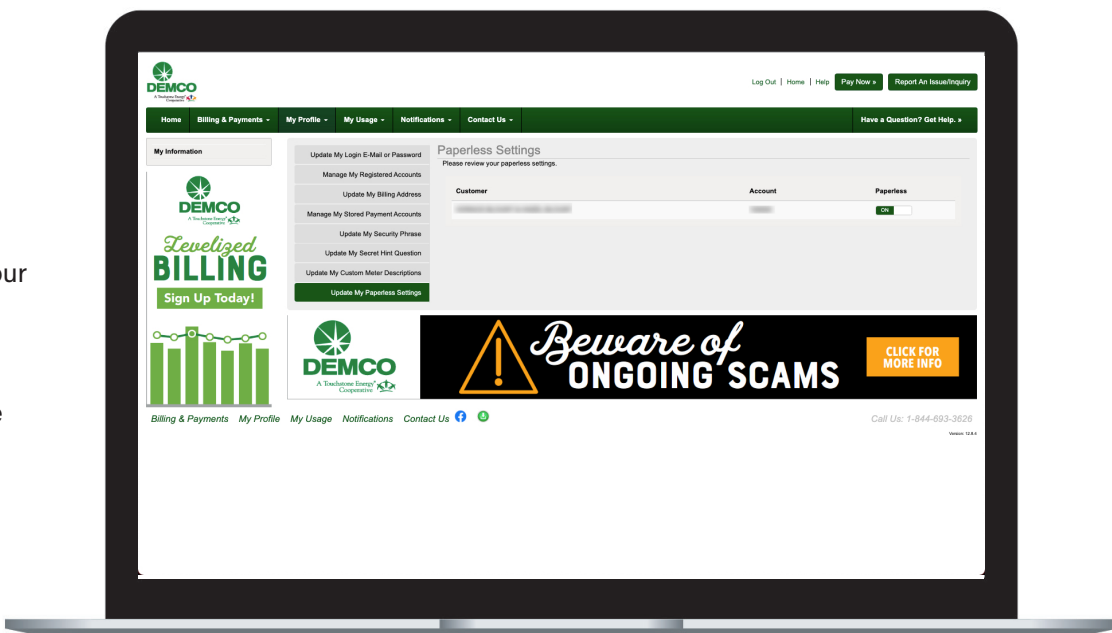
You can also reset a meter description by clicking the Reset button.



My Profile: Update My Paperless Settings

Use this section if you would like to start receiving paperless bills. Please note that this will apply to all accounts registered with your email address.

Find the account where you would like to activate paperless billing and toggle the Paperless Slider to On.



My Usage Tab

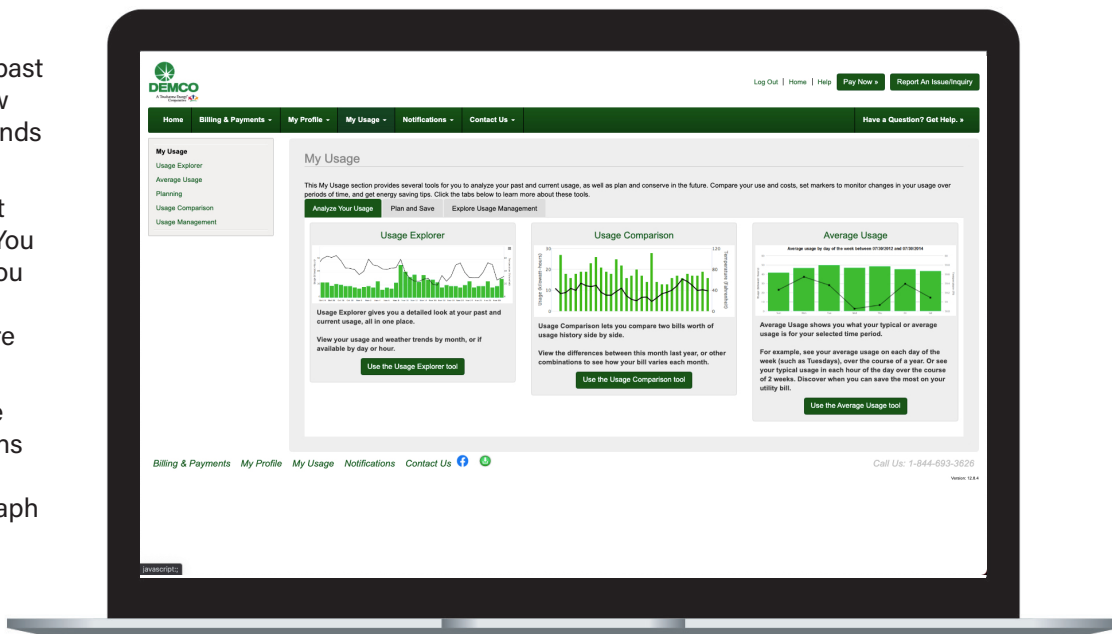
Access to detailed, easy-to-read information about your electric use can help you make informed decisions and save money.

My Usage

Get a detailed look at your past and current power use, view your usage and weather trends by the month, day or hour.*

View and compare two past monthly bills side-by-side. You can determine if changes you make in energy-use habits or using a new appliance are making a difference.

Plan and Save. Provides the ability to track energy actions you've taken and see the planning markers on the graph for that time period.

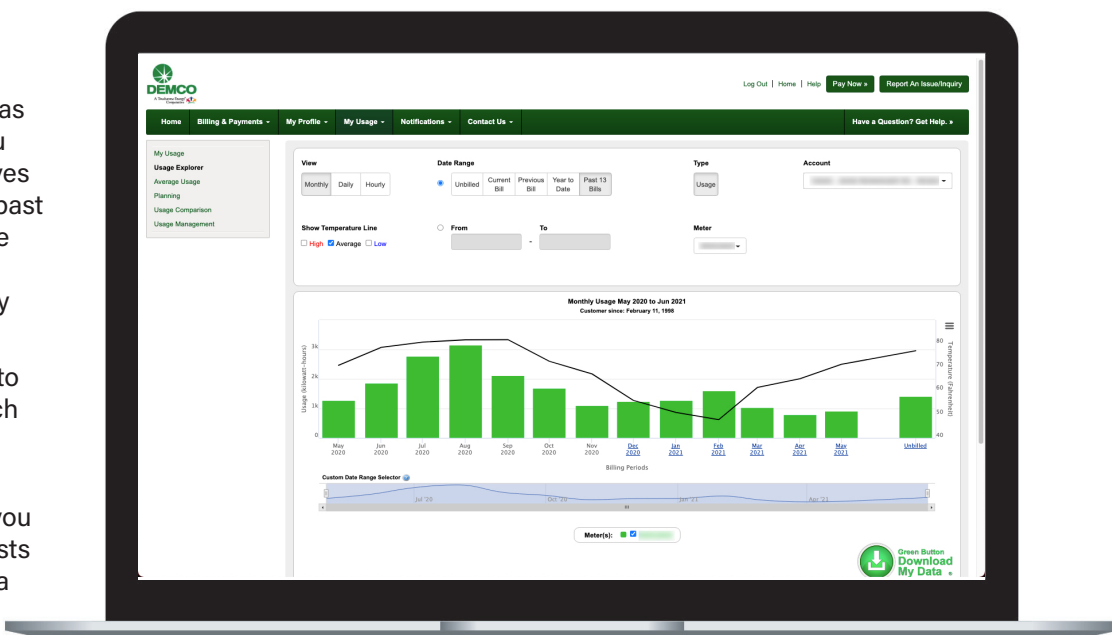


My Usage: Usage Explorer

When you use electricity is as important as how much you use. The Usage Explorer gives you a detailed look at your past and current usage, all in one place. View your power use alongside weather trends by month, day or hour.

The top section allows you to set filters for the graphs such as date ranges or specific meters.

The middle section shows you a breakdown of monthly costs along with temperature data overlaid on top of it.



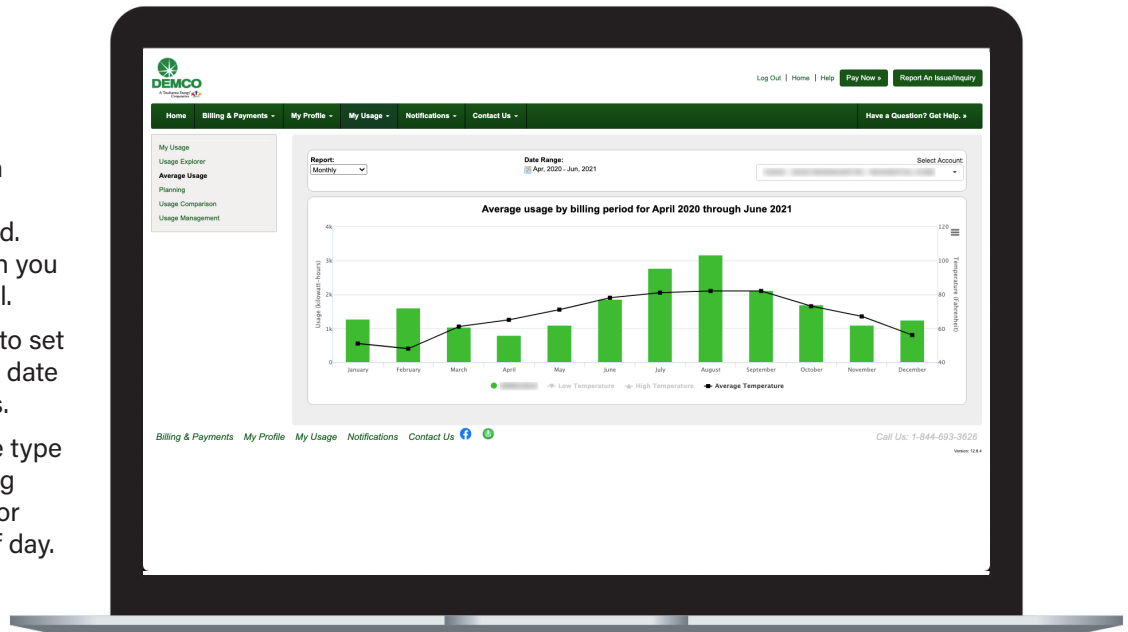
*Not every meter has full functionality to report daily or weekly usage; however all meters are read monthly and therefore do provide monthly usage data points.

My Usage: Average Usage

One of the most powerful features of MyDEMCO is the ability to see how much electricity you typically use during a specific time period. This allows you to see when you can save money on your bill.

The top section allows you to set filters for the graph such as date ranges or specific accounts.

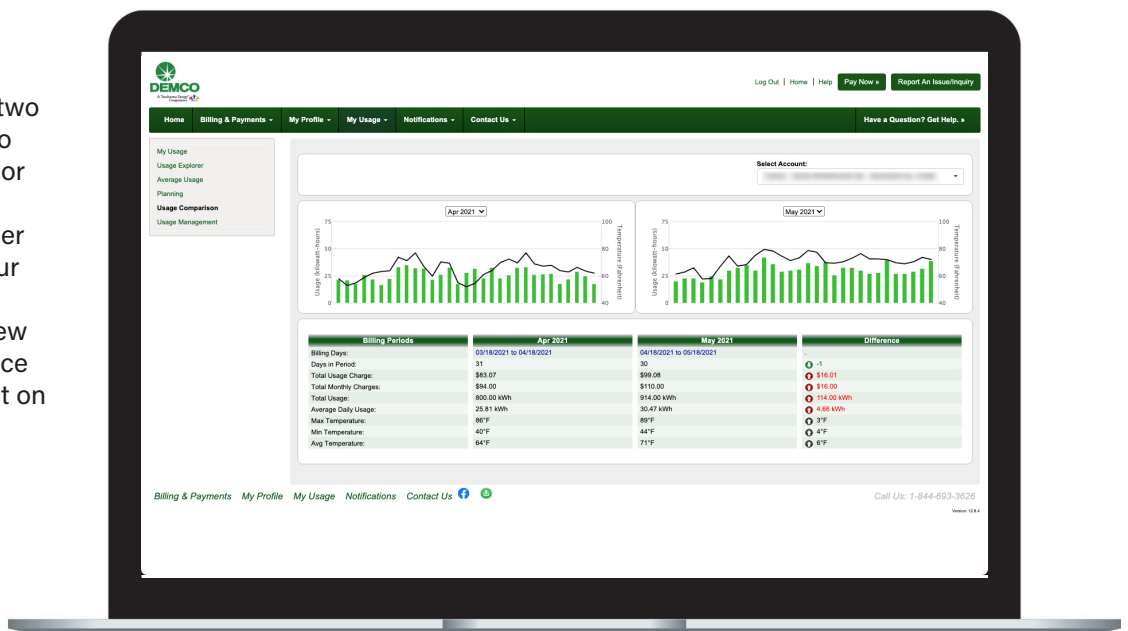
The graph which shows the type of report you selected, along with average temperature for that month, week or time of day.



My Usage: Usage Comparison

This tool lets you compare two monthly bills side-by-side to see "this year vs. last year" or "this month vs. last month."

You can see how the weather and temperature affects your monthly bills. This is also a good way to determine if new energy habits or an appliance are having a positive impact on your usage.

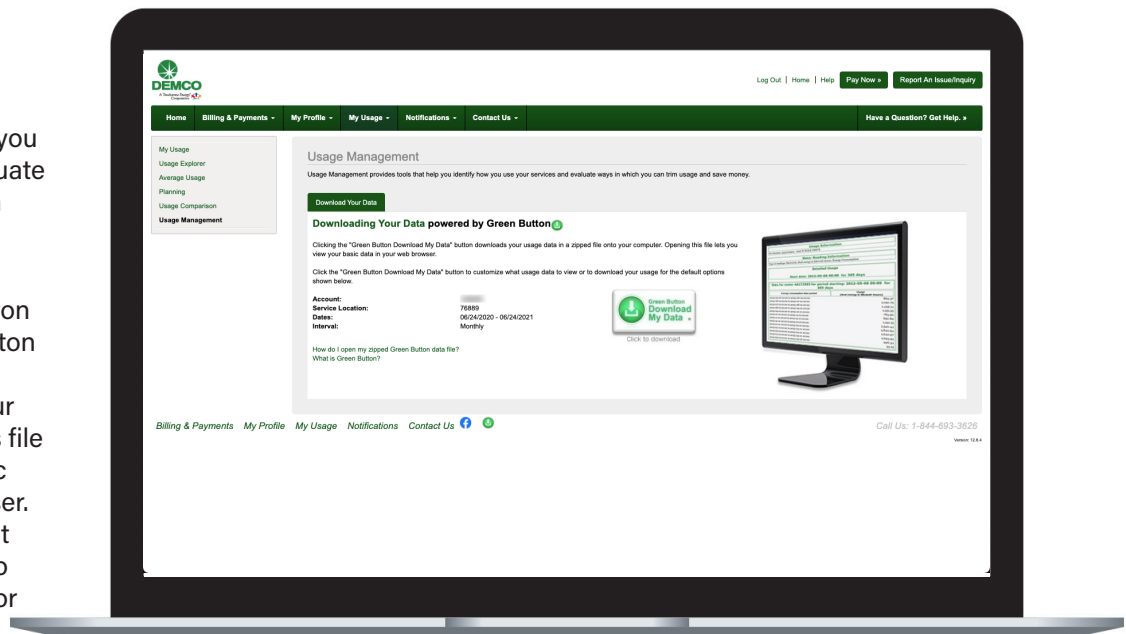


My Usage: Usage Management

This section provides tools that help you identify how you use your services and evaluate ways in which you can trim usage and save money.

The Green Button:

- Clicking the Green Button Download My Data button downloads your usage in a zipped file onto your computer. Opening this file lets you view your basic data in your web browser.
- You can customize what usage data to view or to download your usage for the default options (Service location, Dates, and Interval) shown.



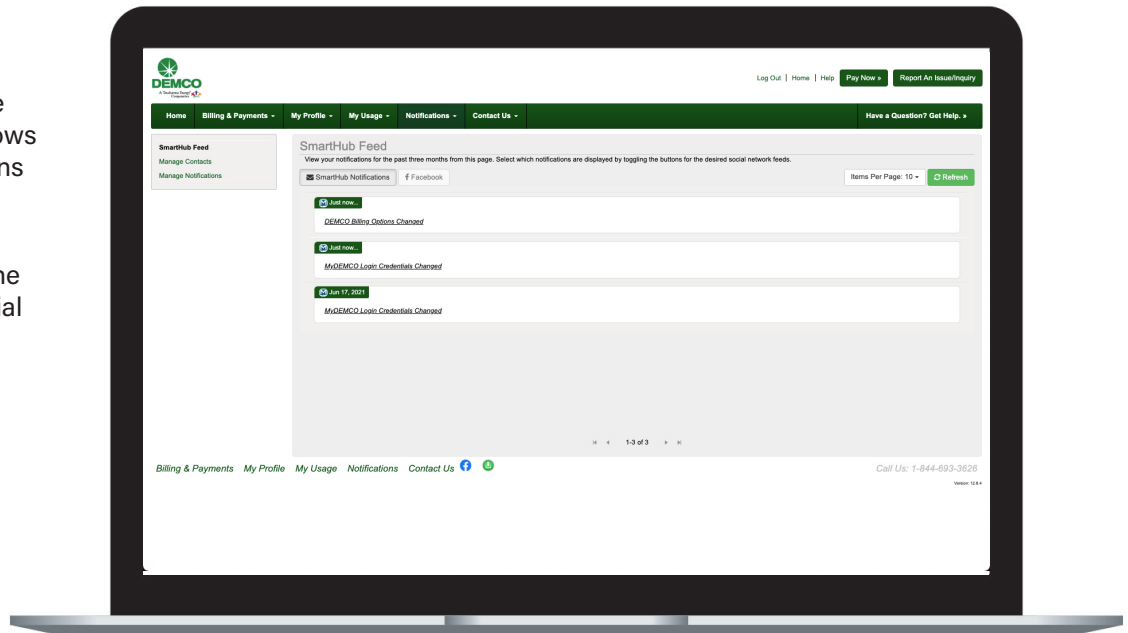
Notifications Tab

MyDEMCO is also a powerful communication tool. You'll receive important news and information about your account, outages, news and events through the app. You can decide how you want to be notified about your bill, by email or text message on your smartphone. Set a threshold to be notified when you are using more electricity than you planned to help stay on top of your energy costs.

Notifications: MyDEMCO Feed

The MyDEMCO feed on the main notifications page allows you to view your notifications for the past three months.

Select which notifications are displayed by toggling the buttons for the desired social network feeds.

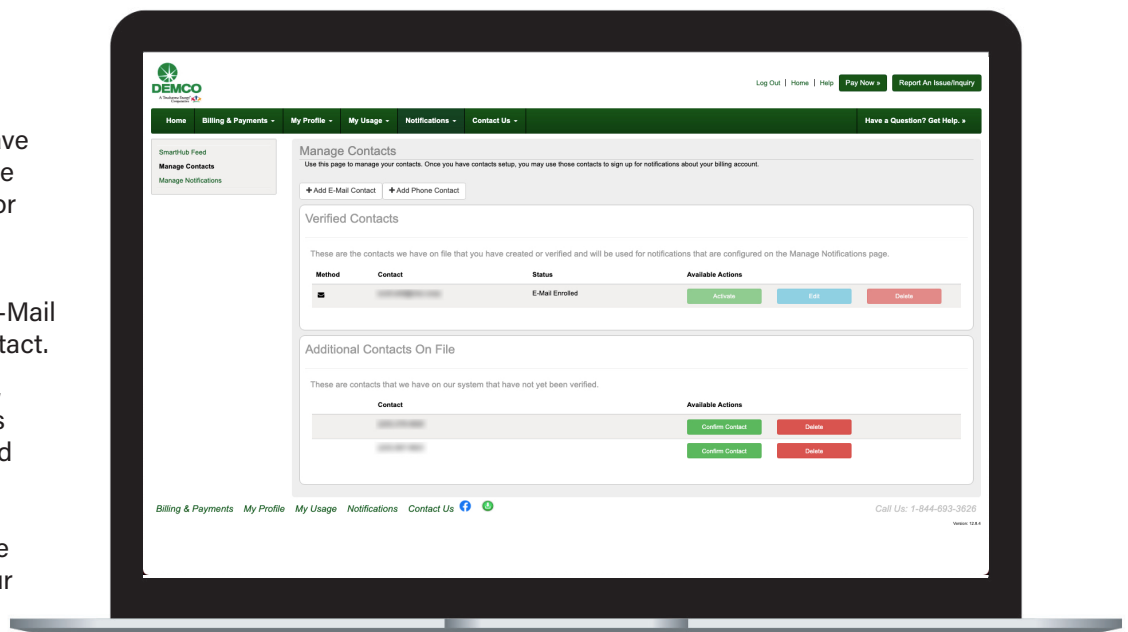


Notifications: Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

There are buttons to Add E-Mail Contact or Add Phone Contact.

You will be able to Activate, Edit, or Delete any contacts on file that you have created or verified and will be used for notifications. Additional Contacts on File section are contacts that we have in our system that have not been verified.

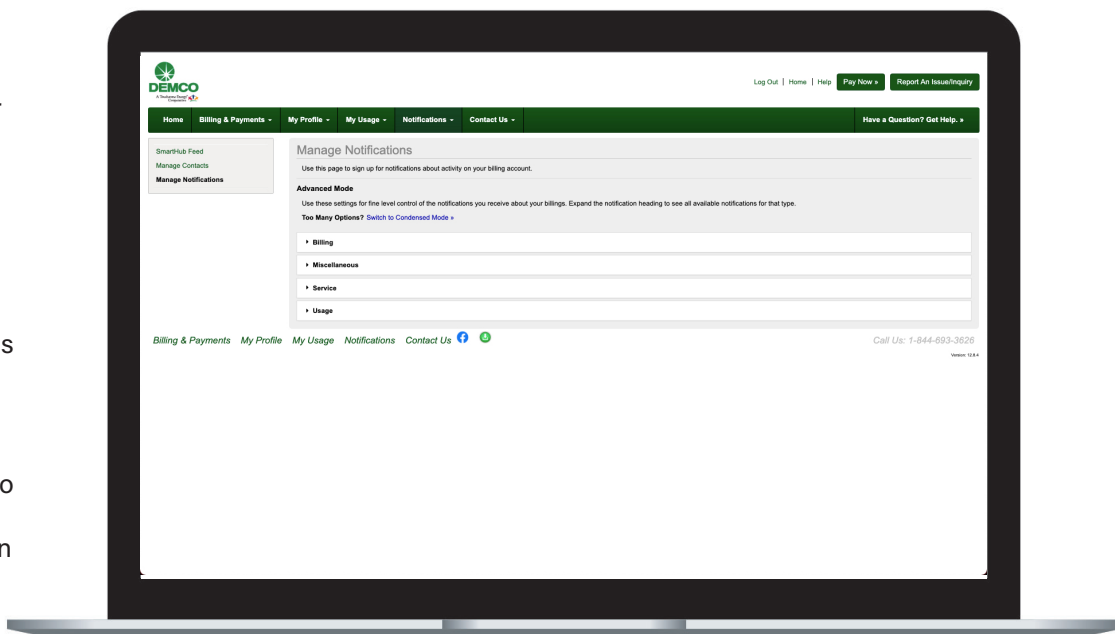


Notifications: Manage Notifications

Use this page to sign up for notifications about activity on your billing account. You'll use the contacts that were set up on the Manage Contacts screen.

You'll have the option to modify account notifications in four categories: Billing, Miscellaneous, Service and Usage.

Click the dropdown arrow to the left of each heading to expand all of the notification options available.



Notifications: Manage Notifications / Billing

Using the Billing section as an example, here is how to sign up for notifications within each section.

Click the dropdown arrow to expand the section. You can use the phone and/or email contacts on record to sign up for text and/or email notifications.

Simply select the appropriate contact from the dropdown list behind each notification type.

