

ORBIT ONE

CUSTOMER PORTAL

User Guide

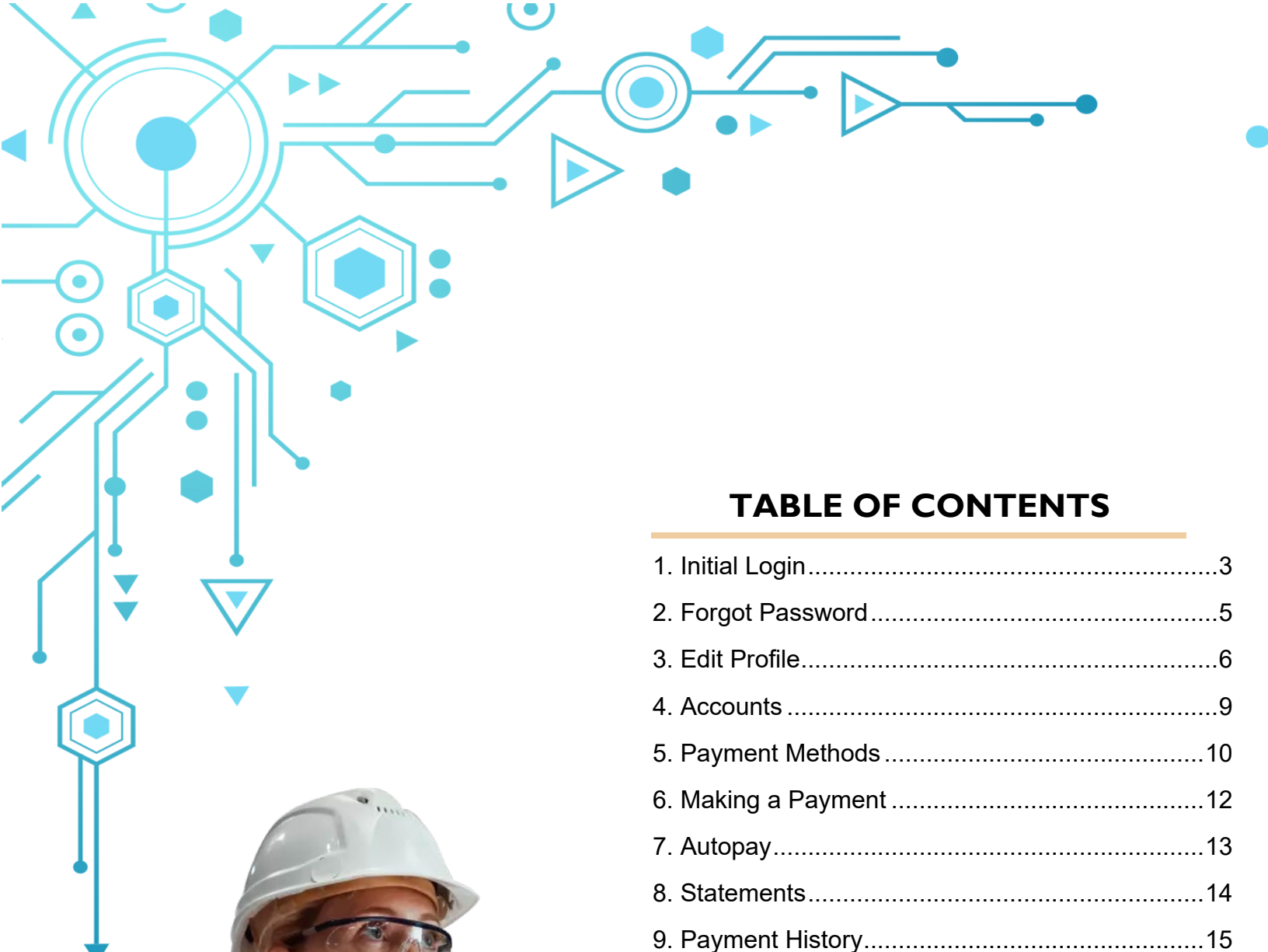
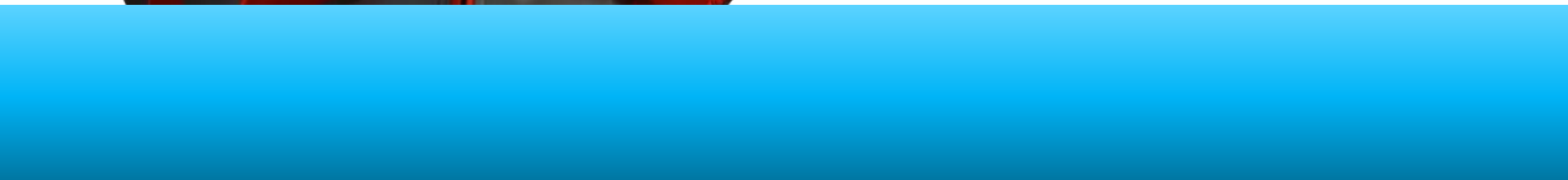


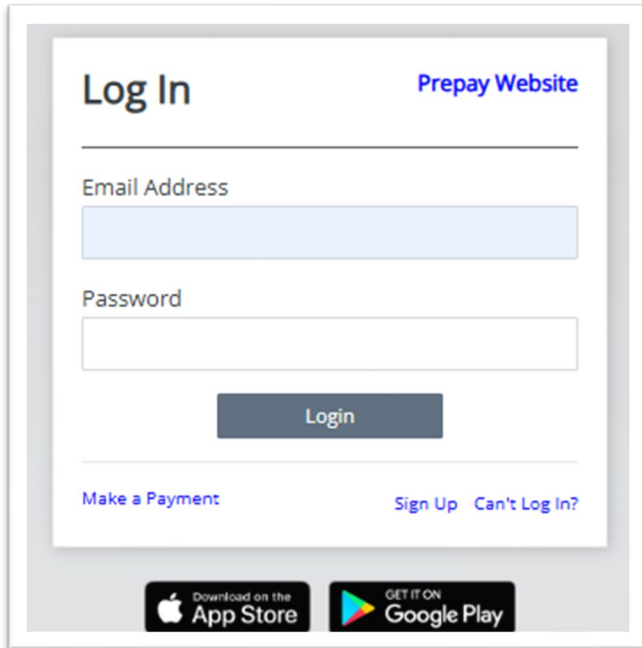
TABLE OF CONTENTS

1. Initial Login.....	3
2. Forgot Password.....	5
3. Edit Profile.....	6
4. Accounts	9
5. Payment Methods	10
6. Making a Payment	12
7. Autopay.....	13
8. Statements.....	14
9. Payment History.....	15
10. Usage Summary	16



CUSTOMER PORTAL – USER GUIDE

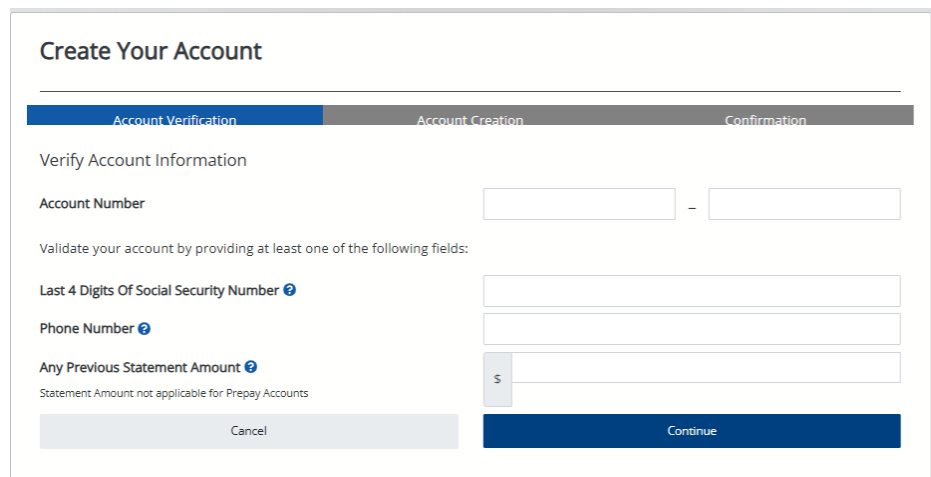
INITIAL SETUP



The screenshot shows the 'Log In' page for the 'Prepay Website'. It features a header with 'Log In' and 'Prepay Website'. Below the header are two input fields: 'Email Address' and 'Password'. A 'Login' button is positioned below the password field. At the bottom of the form, there are links for 'Make a Payment', 'Sign Up', and 'Can't Log In?'. At the very bottom, there are two buttons for downloading the app: 'Download on the App Store' and 'GET IT ON Google Play'.

- When you first go to the Customer Portal via web, you'll be prompted to either log in or sign up. If you're a new user, select "Sign Up."

- You'll need to provide your account number, which can be found on your billing statement. Additionally, you'll be asked for one of the following: the last four digits of your social security number, a previous statement amount, or your phone number. Please ensure that this information matches the details in the utility's system; otherwise, that method cannot be used for verification.



The screenshot shows the 'Create Your Account' page. It has a progress bar at the top with three stages: 'Account Verification' (highlighted in blue), 'Account Creation', and 'Confirmation'. Below the progress bar is the heading 'Verify Account Information'. The form includes an 'Account Number' field with a hyphen separator. Below that, it says 'Validate your account by providing at least one of the following fields:'. There are three input fields: 'Last 4 Digits Of Social Security Number', 'Phone Number', and 'Any Previous Statement Amount'. The 'Any Previous Statement Amount' field has a dollar sign (\$) icon. At the bottom, there are two buttons: 'Cancel' and 'Continue'.

CUSTOMER PORTAL – USER GUIDE

Create Your Account

Account Verification | **Account Creation** | Confirmation

Account Creation

Email Address ?

Name ?

Cellphone Number ?

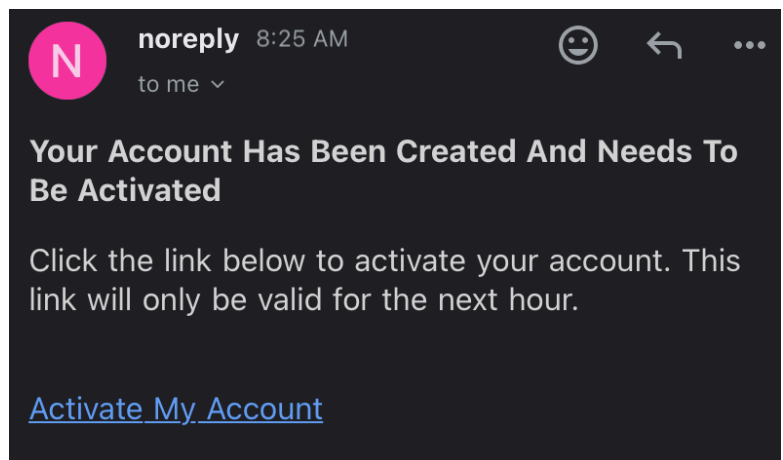
Password ?

Confirm Password

Create Account

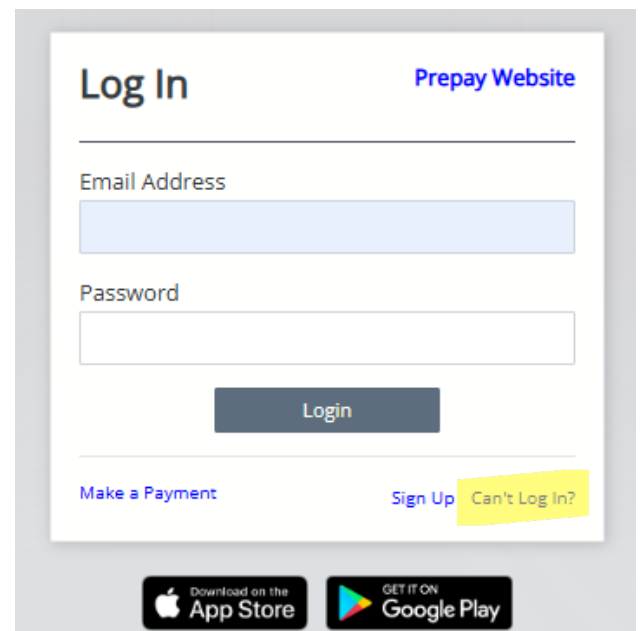
- Once verified, you'll be prompted to enter some account information, including your name, email, phone number (Optional), and password. Your email and password will be used for future logins.

- Next, you'll receive a verification email containing a blue hyperlink. Click on the link to confirm your account creation. Once verified, you'll be able to log in and access your account.



FORGOT PASSWORD?

- If you find yourself locked out of your account or have forgotten your password, click on the "Can't log in?" option. Follow the prompts to receive a password reset email. This email will contain instructions on how to reset your password and regain access to your account.



Login Help

My Password Has Expired

If your password has expired, [log in to your account](#) as you would normally. On login, you will be prompted to update your password.

I Forgot My Password

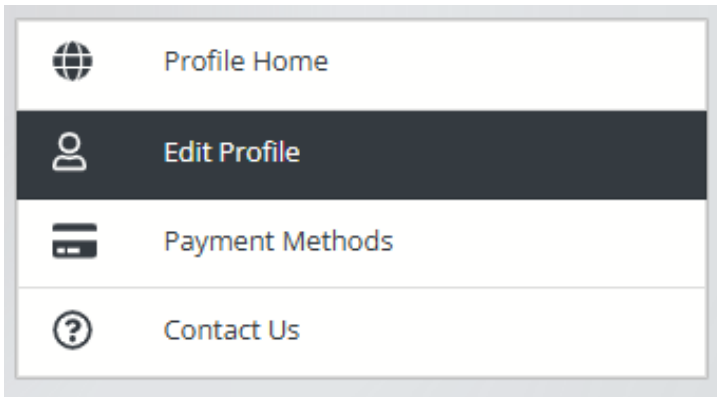
If you have forgotten your password, initiate a [password reset](#). An email will be sent to the address associated with your account.

My Account Has Been Locked

If your account has been locked due to too many failed login attempts, [reset your password](#) to unlock your account.

If your account has been locked by an administrator, then please [contact customer support](#).

EDIT PROFILE



- To configure your profile settings, click on "Edit Profile" after logging in. Please be aware that if you're already inside an account, you may need to use the back button to return to the main menu.

- Within the Edit Profile window, you'll find options to update your profile's name, email, password, and cell phone number. You can also choose what notifications you would like to receive

A screenshot of the 'Edit Profile' form. It is divided into four sections: 'Profile Information' with a 'Name' field and an 'Update Name' button; 'Account Details' with 'Date Created' (Aug 27, 2020), 'Email' field, and 'Password' field (masked with asterisks), each with an 'Update' button; 'Notifications' with a 'Manage Notifications' button; and 'Account Nicknames' with 'Current nicknames:' set to 'None' and an 'Edit Nicknames' button.

CUSTOMER PORTAL – USER GUIDE

- To manage notifications, click on “Manage Notifications” and choose what notifications you wish to receive and how you would like to receive them.

[Back to Profile](#)

SMS Notifications

Cell Phone

Send Me SMS Notifications Off On

Email Notifications

Primary Email

Send Me Email Notifications Off On

[Save Changes](#)

Detailed Notification Preferences

Notifications With (*) Are Always Enabled

*Authentication

Forgot Password, Update Password

Send Email Send SMS

Autopay

Autopay Enrollment, Automatic Payment Scheduled

Send Email Send SMS

Statements

New Statement Available

Send Email Send SMS

*Account Management

Changes Made To Your Customer Portal Account

Send Email Send SMS

Payments

Payment Success, Failure, Cancellation

Send Email Send SMS

Usage

Daily Usage, High Usage Detected

Send Email Send SMS

[Save Changes](#)

Additional Emails

Additional emails are used for notifications only and can not be used to log in to the Customer Portal

[+ Add Email](#)

CUSTOMER PORTAL – USER GUIDE

- In the "Add Account to User Profile" section, you can add an extra account to your profile using the same process as when you initially created the account. It's important to note that any accounts sharing the same last six digits (customer number) will automatically be added to your profile upon initial login.

Add Customer Account(s) To User Profile

Account Number -

Validate your account by providing at least one of the following fields:

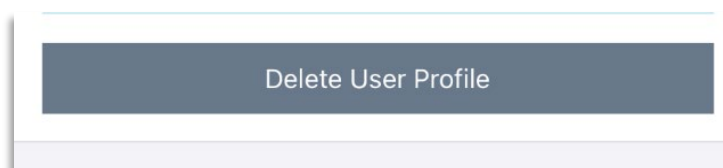
Last 4 Digits Of Social Security Number

Phone Number

Any Previous Statement Amount \$

Statement Amount not applicable for Prepay Accounts

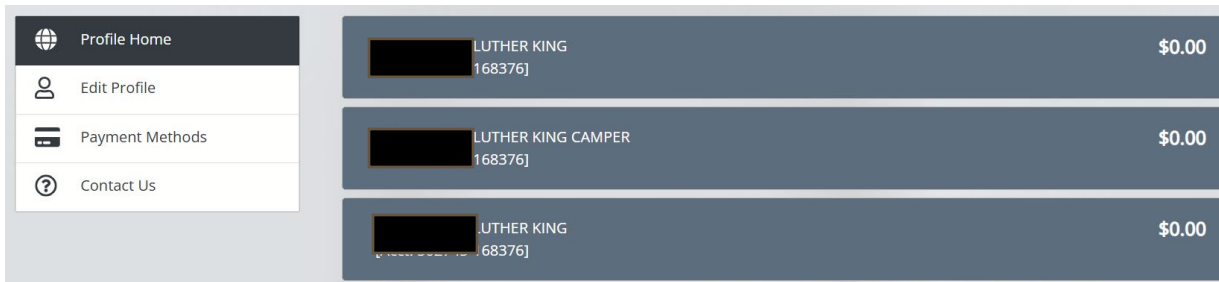
- At the bottom of the window, you'll find a "Deactivate Profile" button, allowing you to delete your Customer Portal profile if needed. **Note: If you delete your profile, you will no longer be signed up for notifications or autopay. You will need to create a new profile if you would like to re-establish your online account.**



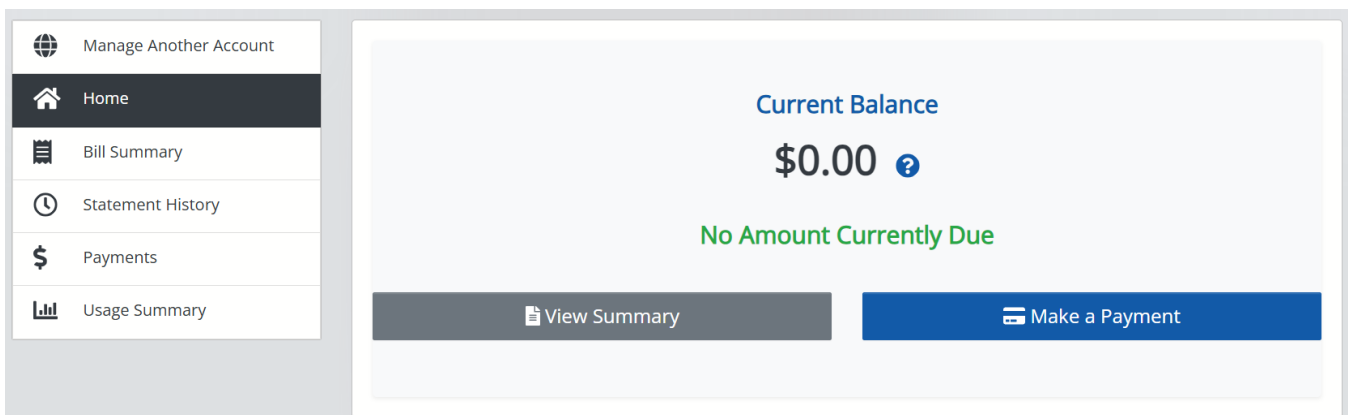
CUSTOMER PORTAL – USER GUIDE

ACCOUNTS

- If you have multiple accounts, you can easily choose which one to view when logging in or by clicking the "Profile Home" tab.

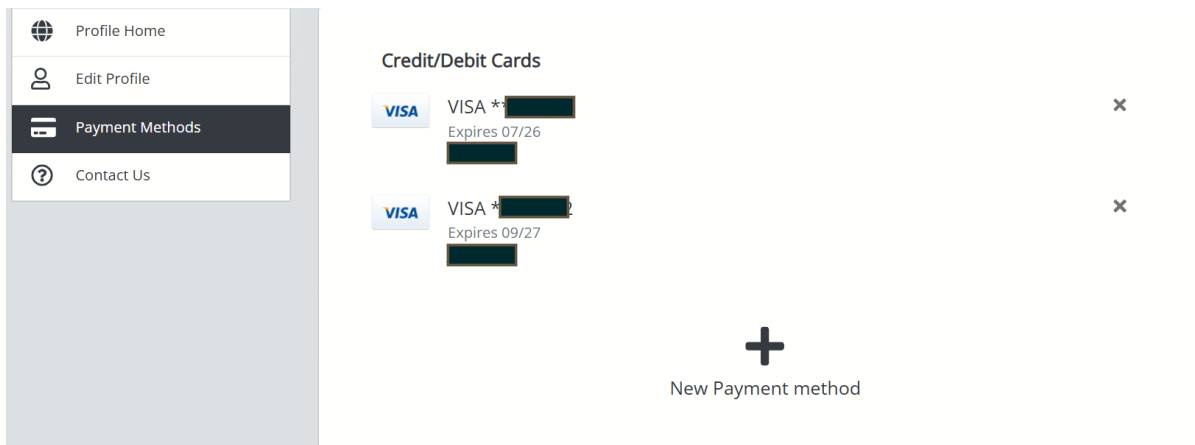


- After clicking on an account, you'll find your current balance, your upcoming due date, and the option to make a payment.



PAYMENT METHODS

- From the home page, you can easily manage your payment methods by accessing the "Payment Methods" tab. Here, you have the option to add a new credit/debit card or save your checking/savings account information for future payments.



- To add a payment method, simply navigate to the "Payment Methods" tab and click on "Add New Payment Method."



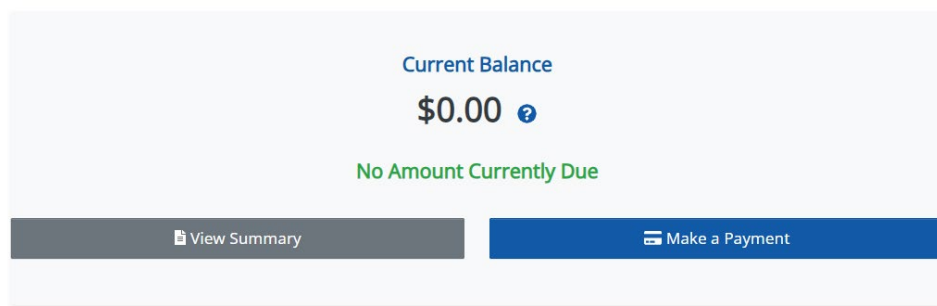
CUSTOMER PORTAL – USER GUIDE

- Choose the type of payment method you wish to add (either card or bank account), then input the necessary information. Once done, click on "Add Payment Method" to save it to your account. Additionally, you can remove any payment methods saved directly from this tab, providing you with flexibility and control over your payment options.

The screenshot displays the 'Payment Methods' section of a customer portal. On the left is a navigation menu with four items: 'Profile Home', 'Edit Profile', 'Payment Methods' (which is highlighted), and 'Contact Us'. The main content area is titled 'Credit/Debit Cards' and features a list of two existing VISA cards. Each card entry includes the VISA logo, the card type, a masked card number, the expiration date, and a small 'x' icon for removal. Below the list is a 'Payment Type' dropdown menu currently set to 'Credit/Debit Card', with a dropdown menu open showing 'Credit/Debit Card' and 'ACH/eCheck' as options. Underneath the dropdown are several input fields: 'Name on Card', 'Card Number' (with a small card icon to its right), 'Expiration Date' (with two separate dropdown menus for month and year), and 'Security Code'.

CUSTOMER PORTAL – USER GUIDE

MAKING A PAYMENT



- To initiate a payment, simply locate and click on "Make a Payment".

- Upon clicking, you'll be prompted to specify the payment amount and select a payment date. Once you've entered and confirmed all the necessary information, your payment will be processed promptly and securely.

The screenshot shows the "Payment Details" form with three tabs: "Payment Details", "Review Payment", and "Confirmation". The form contains the following information:

- Account Number:** [Redacted]
- Current Account Balance:** \$0.00
- Past Due:** \$0.00
- Total Due:** \$0.00
- Due Date:** Jan 27, 2025

Below the account information, there is a note: "Payments will immediately update your Tombigbee Electric Power Association account balance. However, please allow up to 24 hours for your payment to post to your financial institution." A "View Bill Summary" button is located below this note. A small disclaimer at the bottom left of the form states: "A convenience fee may be charged for this service."

The "Payment Information" section includes:

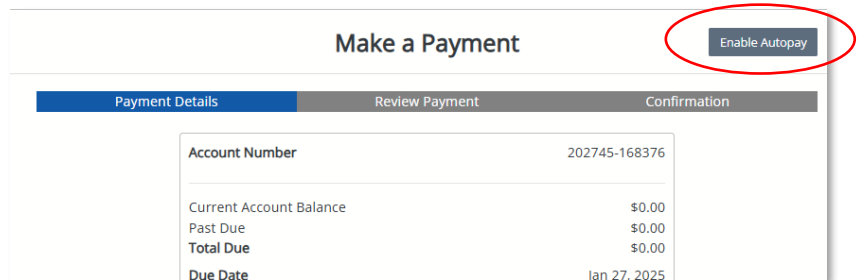
- Payment Date:** 2025-01-30
- Amount Due:** \$ [Input field]
- Payment Method:** Select Payment Method... (dropdown menu)
- Other:** Radio button selected

At the bottom of the form, there are "Cancel" and "Continue" buttons.

CUSTOMER PORTAL – USER GUIDE

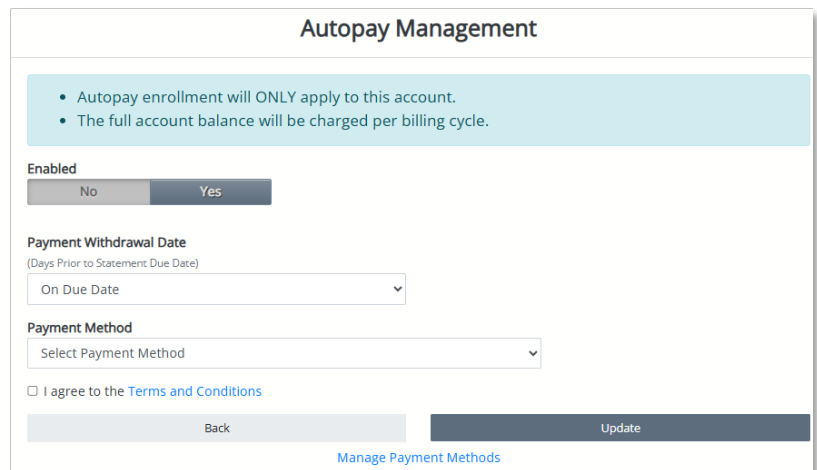
AUTOPAY

- To enroll in autopay, navigate to the "Make a Payment" screen within the Customer Portal. Here, you'll find the option to enable autopay located in the top right corner. Simply click on "Enable Autopay" to proceed. You'll be prompted to toggle autopay on and select your preferred payment method.



The screenshot shows the "Make a Payment" interface. At the top right, there is a button labeled "Enable Autopay" which is circled in red. Below the title, there are three tabs: "Payment Details" (active), "Review Payment", and "Confirmation". The "Payment Details" tab contains a table with the following information:

Account Number	202745-168376
Current Account Balance	\$0.00
Past Due	\$0.00
Total Due	\$0.00
Due Date	Jan 27, 2025



The screenshot shows the "Autopay Management" interface. It includes a light blue information box with the following text:

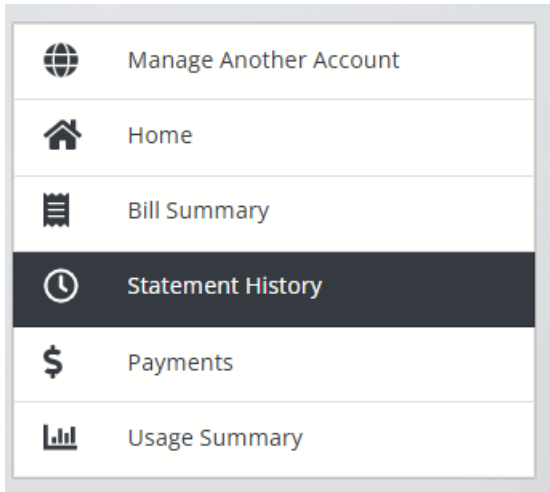
- Autopay enrollment will ONLY apply to this account.
- The full account balance will be charged per billing cycle.

Below this, there is a section for "Enabled" with a toggle switch set to "Yes". The "Payment Withdrawal Date" section has a dropdown menu set to "On Due Date". The "Payment Method" section has a dropdown menu set to "Select Payment Method". At the bottom, there is a checkbox for "I agree to the Terms and Conditions" and two buttons: "Back" and "Update". A link "Manage Payment Methods" is also visible at the bottom.

- If you have multiple accounts then each account will have to be manually enrolled in autopay.
- Under "Payment Withdrawal Date" you can select when you want your autopay to be drafted from your account.
- Should you wish to deactivate autopay, return to the autopay window, and toggle the feature off. This straightforward process ensures you have full control over your autopay preferences, allowing for convenient and hassle-free bill payments. Autopay will need to be deactivated to make any manual payments.

CUSTOMER PORTAL – USER GUIDE

STATEMENTS



- If you wish to access your billing statements, navigate to the "Statement History" tab while within your account. Here, you can easily view all previous statements. Click on any statement to access a detailed breakdown of the charges, providing you with a comprehensive understanding of your billing history.







Statements
Displaying Record(s) 1 To 12 Of 55
First Previous **1** 2 3 4 5 Next Last

Date	Amount	Actions
Jan 08, 2025	\$197.42	View Bill Summary View PDF
Dec 06, 2024	\$135.35	View Bill Summary View PDF
Nov 08, 2024	\$52.76	View Bill Summary View PDF
Oct 07, 2024	\$109.64	View Bill Summary View PDF
Sep 06, 2024	\$130.69	View Bill Summary View PDF
Aug 07, 2024	\$97.53	View Bill Summary View PDF

Statement #6045372 [Make a Payment](#) [View PDF](#)

Date	Due Date
Jan 08, 2025	Jan 27, 2025
Outdoor Light Service Charges	\$7.63
Electric Service Charges	\$189.79
Statement Amount	\$197.42

PAYMENT HISTORY

 Manage Another Account
 Home
 Bill Summary
 Statement History
 Payments
 Usage Summary

- To view your payment history for the current account, simply navigate to the "Payments" tab. Here, you'll find a comprehensive list of all previous payments, regardless of whether they were made online or through other methods. Each payment entry will display the type of payment (such as check, cash, card, etc.), the date it was made, and the amount paid.

Payment Activity

[Make a Payment](#)[Manage Autopay](#)

The Payment Amounts Below Do Not Include Fees or Additional Charges

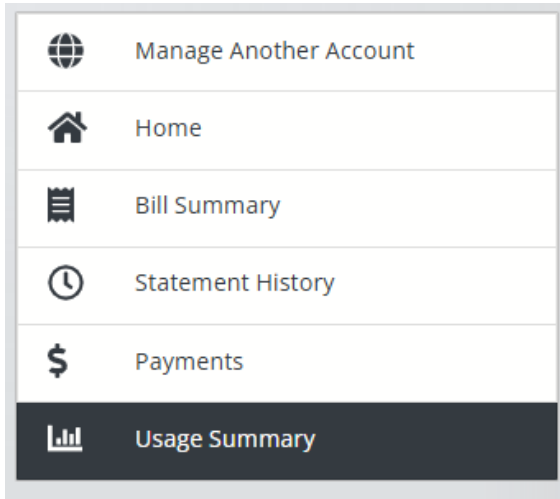
Displaying Record(s) 1 To 5 Of 92

[First](#) [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#) [Last](#)

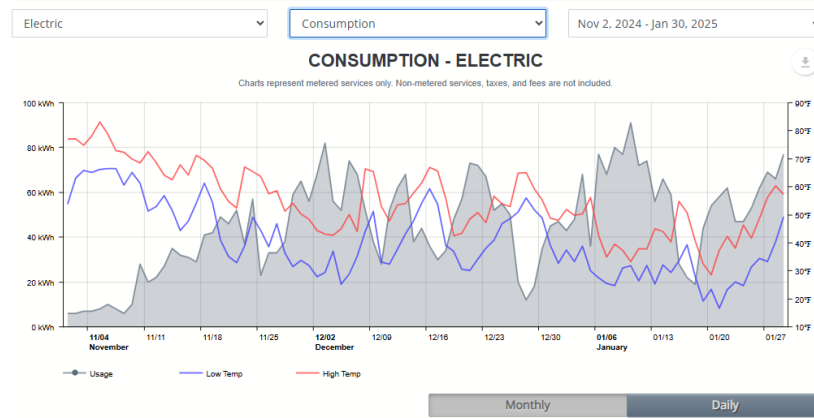
Date	Amount	Source	Type	Status	Confirmation Number	Actions
Jan 24, 2025	\$197.42	Credit Card (Ending 0772)	Regular	Success	024754750122	
Dec 26, 2024	\$135.35	Credit Card (Ending 0772)	Regular	Success	861164031735	
Nov 22, 2024	\$52.76	Credit Card (Ending 0772)	Regular	Success	327179432639	

CUSTOMER PORTAL – USER GUIDE

USAGE SUMMARY

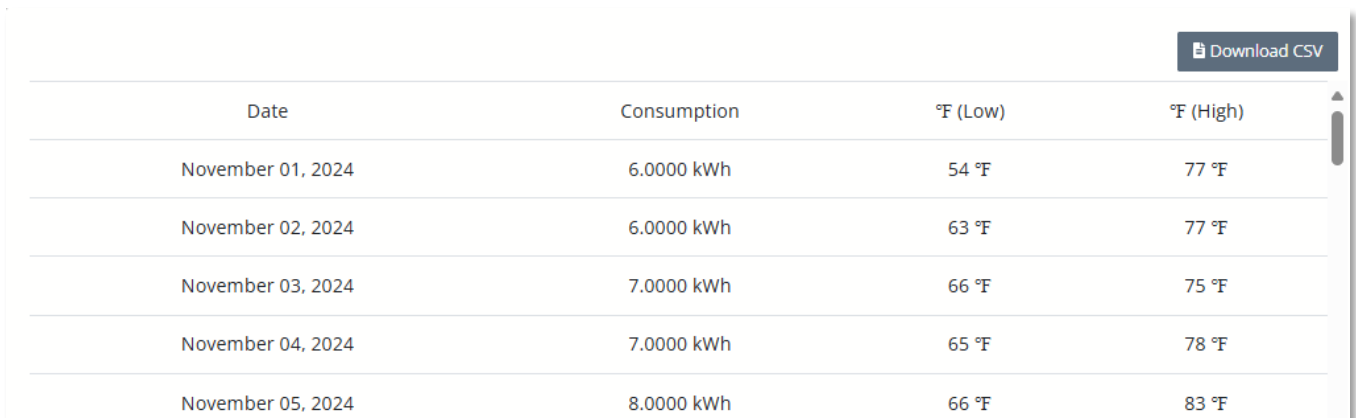


- To access information about your account usage, simply navigate to the "Usage Summary" tab. Here, you'll find detailed insights into your usage categorized by service type. You can choose to visualize this data as either a graph depicting cost or consumption, with the flexibility to specify any desired date range.



CUSTOMER PORTAL – USER GUIDE

- Additionally, at the bottom of the window, you'll find a table presenting the same usage information for your reference. Both the graph and the table are exportable/downloadable, allowing you to easily save or share this valuable data as needed. This feature empowers you to monitor and analyze your usage patterns efficiently, aiding in informed decision-making regarding your utility consumption.



Date	Consumption	°F (Low)	°F (High)
November 01, 2024	6.0000 kWh	54 °F	77 °F
November 02, 2024	6.0000 kWh	63 °F	77 °F
November 03, 2024	7.0000 kWh	66 °F	75 °F
November 04, 2024	7.0000 kWh	65 °F	78 °F
November 05, 2024	8.0000 kWh	66 °F	83 °F