

# MyAccount FAQ

If I have an eCare account already set up, will that transfer to the new MyAccount platform?

*No, you need to create a new login through MyAccount. The current portal, eCare, will be unavailable after June 8th.*

When entering my account number, does it have to match my bill?

*Yes, it needs to match your bill exactly. Include dashes.*

What payment options are available through MyAccount?

*You can pay via credit card or a bank account. You can also set up auto pay. The one-time payment feature is also available on the MyAccount homepage (prior to logging in).*

Is there a mobile app?

*No, there is not a mobile app currently available. However, the MyAccount website is mobile friendly. You can pay bills and view usage through their mobile website.*

What if I'm already enrolled in auto payments and/or paperless billing?

*You will need to create a new account in MyAccount and re-setup your auto payments and paperless billing (available from the Pay My Bill dashboard).*

How up-to-date is my usage data in MyAccount?

*Data on MyAccount will be through midnight of the previous day.*

