



## Online Account FAQs

**1. Q: What are the online electric and online water accounts?**

A: The online electric and online water accounts are websites created as part of the Smart Grid Project. These online accounts allow you to view billing history, balance history, usage summary and meter readings in addition to paying your bills online. Your accounts (water and electric) are accessed via separate pages. As the Project evolves more information will be available to you on your account.

**2. Q: Where do I find the online electric and online water accounts?**

A: Your online electric and online water accounts are available from the front page of the Town of Danvers website at [www.danvers.govoffice.com](http://www.danvers.govoffice.com). You will be able to select which account you want to access. Once you choose the account, you will be directed away from the Town website and into that account's login page.

**3. Q: Do I have to create a login to access my account and pay my bill online?**

A: Yes, you will have to create a login and password to pay your bill online.

**4. Q: What will I see when I log on to my online electric and online water accounts?**

A: When you log on to your online account, you will be welcomed to your home page. There will be a light bulb or water drop to remind you of the account you are looking at. Your home page will contain your address, account number, bill summary and a Facebook feed with current DPW updates.

**5. Q: If I have multiple electric accounts or multiple water accounts, will I have to sign in again to see them all?**

A: No, with your online account you can access all your electric accounts from the electric home page or all of your water accounts from the water home page. The Account(s) List, under the Main heading will list all of your accounts. If you have multiple accounts, this page allows you to switch to a different account. To change accounts just click the account number for the account that you would like to work with. A link is available at the bottom of the page which allows you to submit a payment for all of your accounts. Please note you will have to login separately to view an electric account if you are in your water account and vice versa

**6. Q: How can I change my account info?**

A: You can change your account information under the Main Section – Change Account Info. This will allow you to change your password or email address.



**7. Q: What does the Billing History show?**

A: The Billing History displays your bill amounts for the last 12 months or longer. You can view each bill by clicking on the View link.

**8. Q: What does the Balance History show?**

A: Balance History displays account information, including the last bill date, the last bill amount, and the date paid for each of your services.

**9. Q: What is the difference between meter reading history and usage history?**

A: Meter reading history displays your actual meter read and is cumulative. The usage history is the difference between meter reads.

**10. Q: Can I view daily and hourly data?**

A: Daily and hourly data is not available at this time. We anticipate the daily and hourly data to be available during 1<sup>st</sup> quarter of 2013.

**11. Q: Will the Town be using my consumption data for any reason?**

A: Data is used to monitor the system and generate bills. The data from the new system will allow customers to monitor their own use, identify possible leaks, and eliminate possibility of theft. Customer information would NEVER be given or sold to any outside vendor.

**12. Q: Can I pay for my bill online?**

A: Yes, you can use a credit card or electronic check payment for the current account using a secure payment site through your online account. There will be NO additional fees for this service.

**13. Q: What other information is online?**

A: The Town's website offers information regarding current policies, rates, and programs. As the Smart Grid Project continues to evolve, this information may also be available to you on your online electric and online water accounts.

**14. Q: Why does water use need to be measured at hourly intervals?**

A: The new water meters record usage at hourly intervals and high levels of accuracy in order to detect potential leaks as early as possible and to help you save money!