minnesota power

AN ALLETE COMPANY

MY ACCOUNT

User Guide

Monitoring and paying your electric bill just got a whole lot more convenient.

If you have questions, please contact customer service at
1-800-228-4966

Welcome to **MyAccount**

Minnesota Power's online energy use and payment tool.

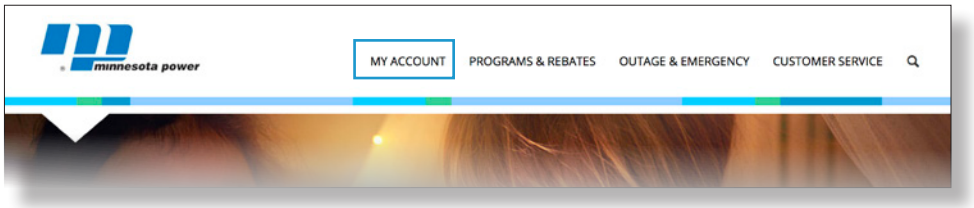
Register MyAccount

Use MyAccount to view, compare and manage your energy use, make changes to your account, and view and pay your bill.

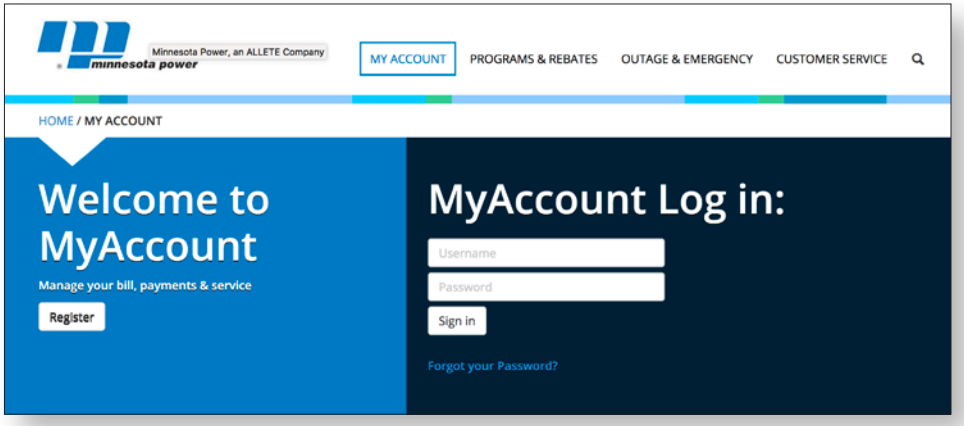
This booklet will show you how to use your home computer, tablet or smartphone to monitor your energy use, set up notifications and alerts, and track events or upgrades that affect your electric use, and you can set goals that affect your electic use.

Let's get started!

1) Go to **www.mnpower.com** and select **MY ACCOUNT**



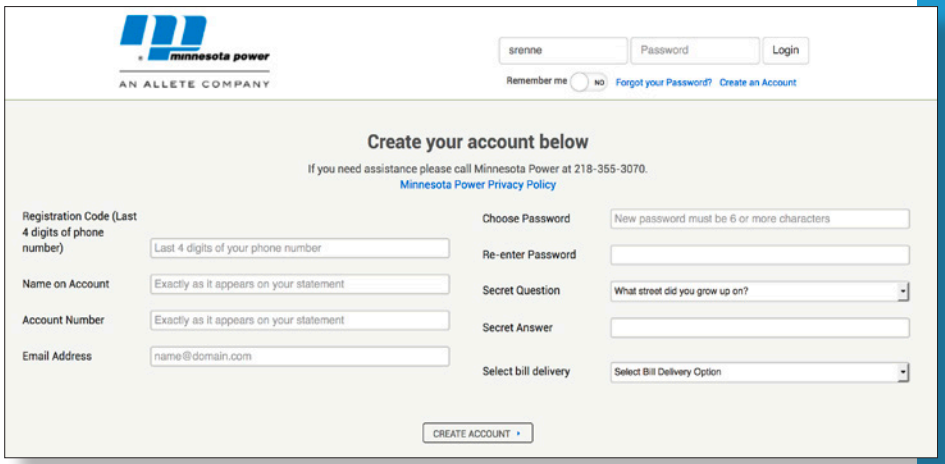
2) You will need to **Register** for MyAccount



After you register the first time, you will simply **log in** with your username and password to start using MyAccount.

Information you will need to register for MyAccount:

- Last 4 digits of your phone number listed on the account
- Name on account
- Exact account number
- Email address



You also will be prompted to choose and enter a unique **password** for your account. A **secret question** and **secret answer** allows an alternative method of verification if you forget your password.

You will also be asked to select a bill delivery option.

- Email—electronic bill notification delivered by email or text
- Paper—current bill delivered via postal mail
- Email and Paper—electronic notification plus current bill delivered via postal mail.

Click on the **CREATE ACCOUNT** button and you are logged in.

If you need assistance please call **1-800-228-4966**

Navigating the Dashboard

We believe you will find MyAccount to be a very intuitive tool, so feel free to click around and explore all the options.

These are some of the key information areas in this screenshot to help get you started.

1) Back to mnpower.com website

2) Your account number and address

3) Current account balance due

4) View/pay bill electronically

5) Navigation

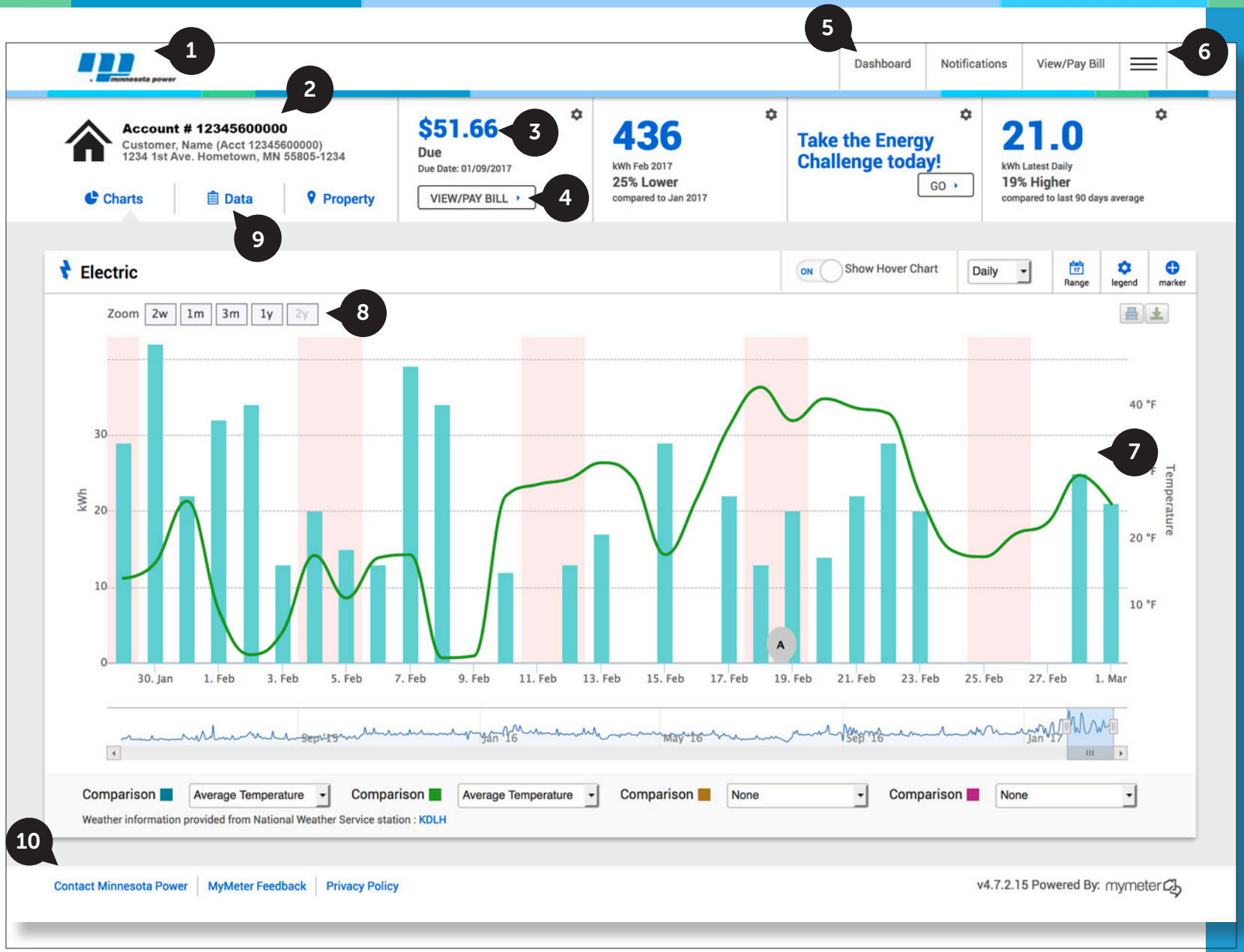
6) Forms, settings, and other payment options

7) Energy use graph

8) Time period view

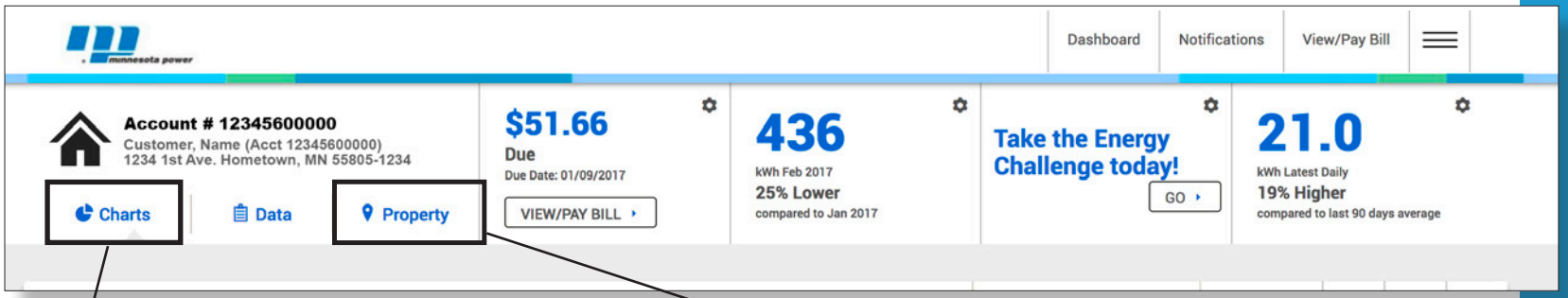
9) Data

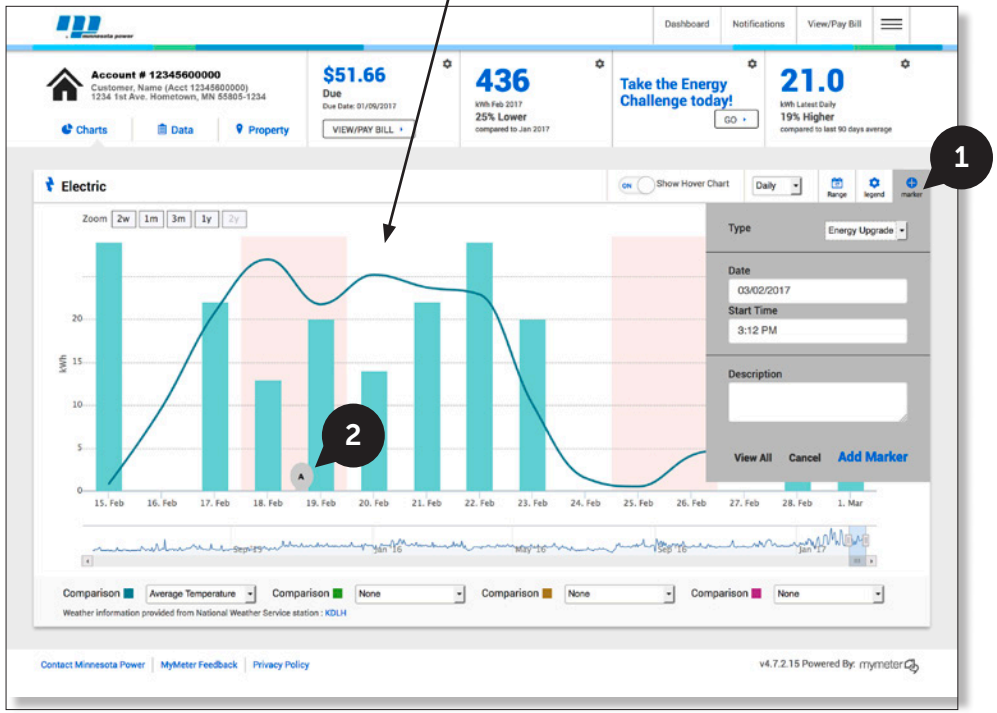
10) Contact/Feedback/ Privacy Policy

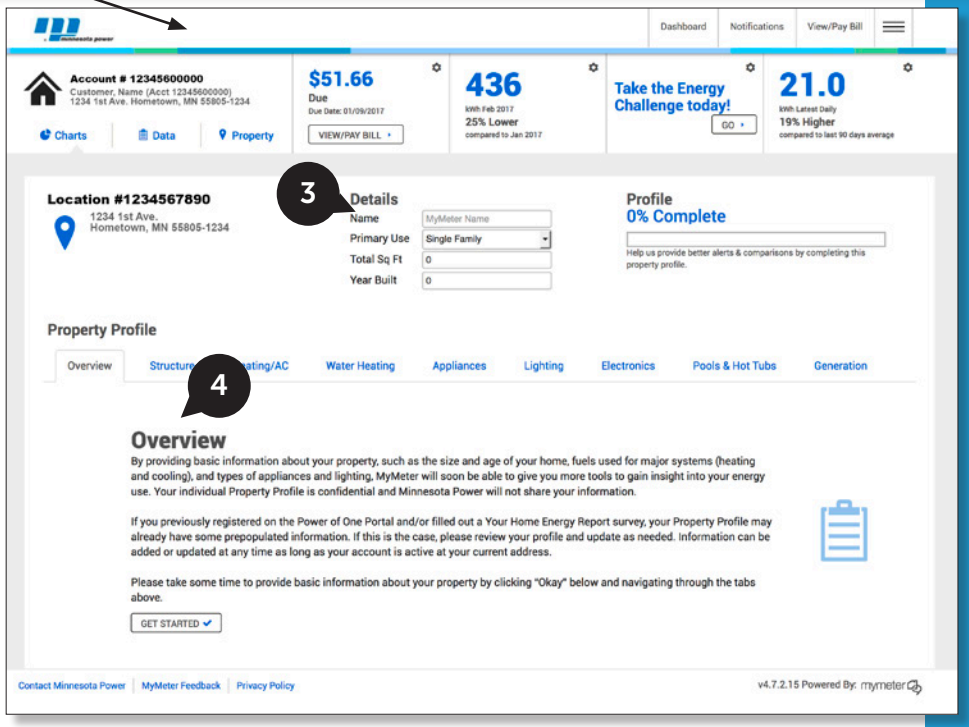


Dashboard Details

MyAccount gives you as much or as little detail as you want.







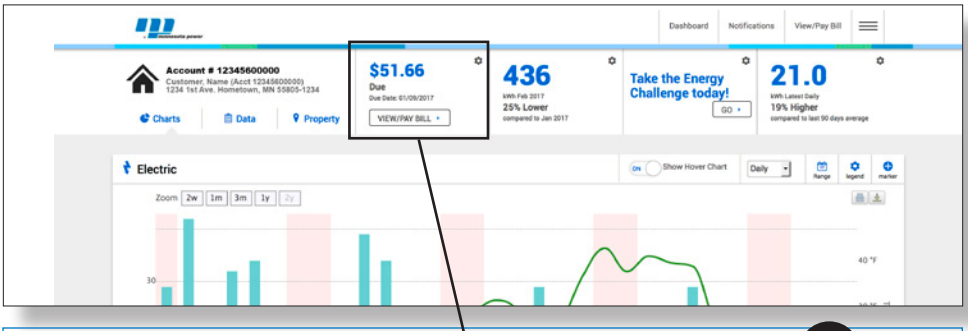
1) Set energy markers to note events or upgrades that may impact your energy usage (these may be automatically set if you participated in conservation programs like rebates or a home energy analysis).

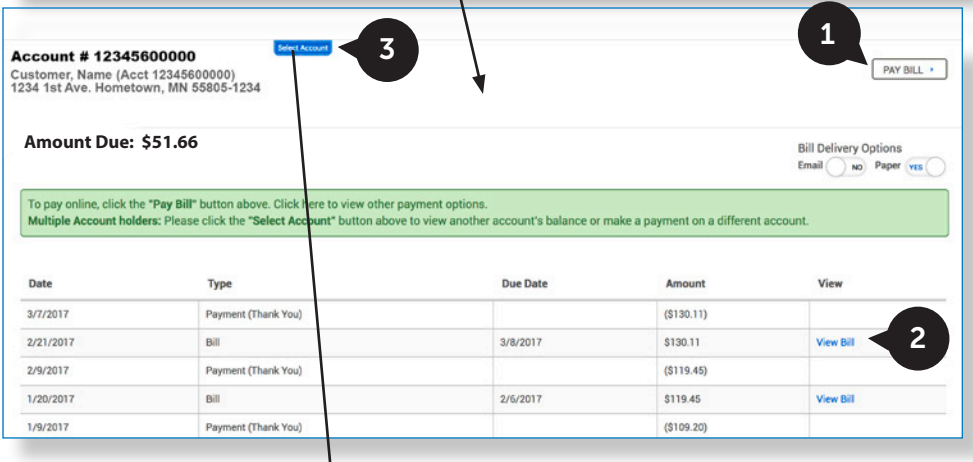
2) Energy Marker on the graph.

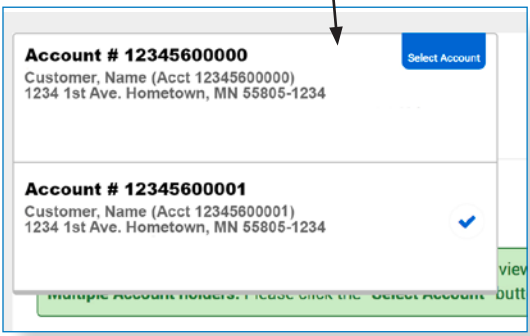
3 & 4) By providing basic information about your property, such as the size and age of your home, fuels used for major systems (heating and cooling), and types of appliances and lighting, MyAccount will soon be able to give you more tools to gain insight into your energy use. Your individual Property Profile is confidential and Minnesota Power will not share your information.

Billing History

Billing History page shows bills, payments and letters.
Click "View/Pay Bill" to access your Billing and Payment history.







1) Make an online payment for selected account by clicking the "Pay Bill" button.

2) "View Bill" button renders a PDF copy of the bill or letter. Save or print your document as desired.

3) Customers with Multiple Accounts can click **"Select Account"** to view and make payments on other accounts.