

Instructions for online payments, manage or viewing account.

In order to make a payment, manage your account or view historical data you must connect and log into the Customer Service Portal.

Follow the process below to connect.

Navigate to www.sheld.org website



Select: **Pay Online\Manage Your Account under the Quick Links area**

You will be directed to the **Customer Service Portal**

Select **Make Payment** on your initial login to login and establish a password. You don't necessarily need to make a payment. Once logged in you can select any option.

Selecting **Make Payment** from the Payments drop down menu will bring up the login screen.



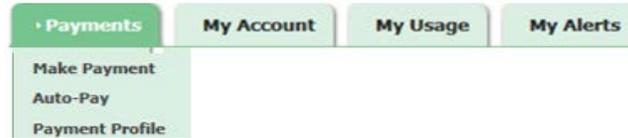
Account Number: Follow the directions on the screen to determine your account number. Your account number is printed on your monthly bill.

Password: On your initial login your password is your account number.

Example: Account number on bill 9999-001, enter 9999
Password enter 9999

Your initial login will require you to change your password. Once you successfully login you can navigate to any of the portal features.

Payments



Payments allows you to make a payment, setup Auto-Pay or change your payment profile.

Make Payment will bring up your account(s). Check the account(s) you which to make a payment on.



Click continue and select your payment method; e-check or credit card.

Enter all the information and click submit.

You can select the Save Profile to store your account information to be used for future payments.

Auto-Pay automatically makes a payment each month. By creating an autopay on your account the system will pay the current balance on the day of the month determined by you.

Never miss a discount or receive a late notice again!

You can setup Auto-Pay via E-Check or Credit Card.

Autopay by E-Check setup screen:

Autopay by Credit Card setup screen:

Be sure to check the box to the left of the Account #.

Auto-Pay Date: Enter the day of the month you want the payment to be made. Bills are dated around the 2nd and 9th of the month with discounts expiring the 16th and 23rd respectively. Be sure to check your latest bill to determine the best payment day to ensure the date is within the due date.

Max Amt to Pay: You can set a maximum amount a payment may be providing extra security. Be sure the limit is set above your highest bill.

My Account

Payments | **My Account** | My Usage | My Alerts

- Account Profile
- Deposits
- E-Notifications
- Change Password
- Create User ID

Changes to your account can be made through the My Account tab. The options are described below.

Account Profile: Allows you to change your personal information such as address and phone numbers.

Deposits: Displays any deposits you have made on your account.

E-Notifications: Select Paper, E-Bill or Paper & E-Bill as your preference on receiving bills and delinquent notices.

Change Password: Change your password.

Create User ID: Create a unique user name and password to access your account as an alternative to your account number.

My Alerts

Payments | My Account | My Usage | **My Alerts**

Subscribe/Modify for Alerts & Reminders Service
Please verify the E-mail address and mobile number which we have in our records, so that alerts & reminders can be sent. Please update below E-mail address and mobile number if required.

My alerts & reminders for this account number will be sent to:

E-mail Address:

Confirm E-mail Address:

Mobile Number:

Mobile Service Provider:

Select alerts & reminders preferences:
Please select preferences for alerts & reminders which can be modified later if required by re-visiting this page.

Alert Type	Description	Text Message	Email	Push Notification
Due Date Reminder	Remind me <input type="text"/> day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder	Alert me when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Profile Change	Alert me when the profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangement Installment Due	Remind me <input type="text"/> day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

By providing your email or mobile phone #, alerts or reminders can be sent directly to you.

Check off the alert/reminders you want and then click submit. Some options have a days before requirement.

Note: Push Notifications are not active.

My Usage

Payments | My Account | **My Usage** | My Alerts

- Billing History
- Payment History
- Analyze My Bill

My Usage allows you to view your billing and payment history as illustrated below

Billing History

View	Billing Date	Due Date	Meter Read Date	Total Usage	Bill Type	Balance
	10/02/15	10/16/15	10/01/15	819	NORMAL	\$ 113.49
	09/02/15	09/16/15	09/01/15	1099	NORMAL	\$.00
	08/04/15	08/18/15	08/03/15	1313	NORMAL	\$.00
	07/01/15	07/17/15	07/01/15	1093	NORMAL	\$.00
	06/02/15	06/18/15	06/01/15	652	NORMAL	\$.00
	05/04/15	05/20/15	05/01/15	554	NORMAL	\$ 191.44

View¹: Black binoculars will display that month's invoice
Red binoculars indicates an overdue notice sent

Billing Date: Date bill was calculated and sent

Due Date: Date discount expires (@ 14 days from Billing Date)

Meter Read Date: Date your meter was read

Total Usage: KWH usage

Bill type: Type of bill produced; (normal, estimated, special, etc.)

Balance: Amount due

¹ Only the last 6-12 months are kept on file.

Payment History

Payment Date	Amount	Member Fee	Deposit	Other Deposit	Check Nbr	Approval Code
09/18/15	151.79	0.00	0.00	0.00	0	
08/25/15	192.85	0.00	0.00	0.00	0	
07/29/15	150.94	0.00	0.00	0.00	0	
06/15/15	88.70	0.00	0.00	0.00	0	
06/08/15	191.44	0.00	0.00	0.00	0	

Payment Date: Date your payment was posted to account

Amount: Payment amount posted to account

Member Fee: Not Applicable

Deposit: Shows date your meter was read

Other Deposit: Not Applicable

Check Nbr: Check numbers are not recorded

Approval Code: Credit card or E-check approval code

Analyze My Bill - not functional

Pay Manage View Accounts Online!

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