New My Account and Bill Redesign FAQs

Welcome to the Elizabethtown Gas frequently asked questions regarding some upcoming changes to how you will access and see your billing information. Please click on a topic below for answers to some of the most commonly asked questions. Please check back to our website as the date approaches for more useful information regarding the new My Account portal and the redesigned bill.

- System Outage 3/13-3/16
- What's Changing
- Payment Questions
- My Account Registration

ELIZABETHTOWN GAS

System Outage Information

Question: Why is there going to be a system outage?
Answer: To help us best serve you, Elizabethtown Gas is making some exciting updates to our customer payment portal. To complete this work, we have scheduled a planned system outage from March 13 – March 16.

Question: What am I unable to do during the outage?
Answer: During this time, we'll be unable to access your account information if you call our customer service representatives. Additionally, you will not have access to our online information system. We apologize for the inconvenience.

Question: What should I do if my bill is due during this timeframe?
Answer: If your bill is due between the dates of March 13 and March 16, Elizabethtown Gas will be unable to process any payment during that time and will accept payments beginning March 17. There will be **no late fees** processed during this time.

What's Changing?

Question: What is changing about my Elizabethtown Gas account?
Answer: Nothing is changing about your physical Elizabethtown Gas account. Residential account numbers will remain the same.

Question: I own a business, and have an industrial customer account, what is changing?
Answer: Nothing is changing about your physical Elizabethtown Gas account, but industrial customers will receive a new account number.

Question: What effect will the new My Account make on my payments?
Answer: On March 17, you will need to log on to myaccount.elizabethtowngas.com to create an online profile. Once you've created an account, you will need to update your credit card and banking information. All users will have to update their payment information after March 17.

Question: What should I expect when I go to the Elizabethtown Gas website?
Answer: The website will have the same look and feel, with all the information you need at your fingertips. What's changing is where you will login to pay your Elizabethtown Gas bill. The new and improved Elizabethtown Gas My Account portal for customers is a safe, secure, and convenient online tool for you to access your account from anywhere.

Question: Will my bill be different?
Answer: Yes, improving your customer experience is a top priority for Elizabethtown Gas. That's why we've created a new detailed billing statement to make it easy to find and understand the information that's most important to you.

Question: What can I do now to prepare for the changes?
Answer: As of now, customers do not need to make any changes to their Elizabethtown Gas account or payment processes. Keep checking our Facebook (@ElizabethtownGas), Twitter (@EtownGas), and website (elizabethtowngas.com) for the most up-to-date information.

ELIZABETHTOWN GAS

Payment Questions

Question: I use credit card/autopay to pay my bill, will my payment still be processed?
Answer: Your payments scheduled after 3/13 will not be processed. You will need to log on to the new My Account portal after March 17 to set-up your account and reenter your credit card information. If you use your credit card to make a payment through your bank, you will need to update their records as well.

Question: What payment methods can I use to pay my bill?
Answer: For your convenience, you have several payment options.

1. Use your debit or credit card to pay your bill. We now accept Visa, Mastercard, American Express, and Discover.
2. Connect your bank checking or savings account as an option to pay your bill.
3. Send your physical bill and check to the following address, please note this is a new address:

   Elizabethtown Gas
   Company
   P.O. Box 6031
   Bellmawr, NJ 08099

4. Call-in to the Elizabethtown Gas and press 3 for Account and Payment information, then press 2 to take you to the automated processing system. Live agents will no longer be able to accept payments.
5. Visit an Elizabethtown Gas payment center. Click here to find a payment center near you.

Question: Is there a fee if I pay my bill with my credit or debit card in My Account?
Answer: Yes, our new reduced fees are as follows:

- Payment amount: $1 – $1,500: $1.99 per transaction
- Payment amount: $1,501 – $10,000: $10.00 per transaction
- Payment amount: $10,001 and above: 2.75% of transaction

You can avoid fees by adding your checking or savings account information to your profile.

To add your banking information to your My Account profile:

1. Click **User Profile.**
2. Choose **Stored Payment Account(s).**
3. Click **Add Payment Account(s).**
4. Enter your first and last name, select your account type, then enter your checking or savings account number and routing number.
5. Click **Save**.

You also have the option of enrolling in Auto Pay and having your bill paid automatically every month. Save a stamp, time and paper. Plus, it's free, secure and one less thing to think about.

My Account Registration

Question: How do I set up my account using the My Account portal?
Answer: On March 17, head to myaccount.elizabethtowngas.com and click, "Create an Account" to get started! You will need your account number and service address handy to link your existing Elizabethtown Gas account to your My Account profile.

Question: Is the My Account portal safe and secure?
Answer: Yes, the My Account portal is safe and secure. When setting up your profile, you will be asked to verify your information (email address, first name, last name) and then the system will send you a verification token. You can choose whether you would like the numerical token emailed or texted to you. Once you receive the token, enter it in the designated area and continue to the "Link an existing account" screen.

Question: I've set up my profile, how do I start using My Account?
Answer: To add your existing Elizabethtown Gas account follow these steps:

1. Click **Link an Existing Account.**
2. Enter your account number, first name, last name and zip code of the service address, click **Next.**
3. Enter the phone number and email address you'd like to receive communications from Elizabethtown Gas, click **Next.**
4. Next, you can choose to Enroll in autopay, or hit skip, enroll in budget billing, or hit **Finish.**
5. You will then be asked to verify your information, and then you can begin using the new My Account portal.