

## Quick Reference Technical and "How to" Guide

At PSNC Energy, we really did listen to our customers. That's why we developed this Quick Reference Technical and "How to" Guide. It includes all the information our residential and business customers told us they needed and wanted in order to make the most of the features and functions of our Web site.

[Technical Issues](#)

[How to Guide](#)

You can also access important information from the PSNC Energy online customer service center, which is available to you 24 hours a day, seven days a week. For additional resources, refer to our FAQs (frequently asked questions) which you can access from the link at the top of any page on the PSNC Energy Web site. Or feel free to call one of our customer service representatives at (877) 776-2427.

### Technical Issues

Using the PSNC Energy Web site is easy. All you need is a basic understanding of how to use the Internet and how to move around a Web site. The following information will help you make sure that your computer and Internet service is set up for accessing and viewing the PSNC Energy Web site and safely using its many features.

[Operating System](#)

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## Operating System

An operating system (abbreviated as "OS") is the program that manages all the other programs in your computer. The PSNC Energy Web site is designed to work with most standard operating systems, including Windows, Mac and Linux.

## Browser

A browser is a software application which provides a way to locate and display Web pages. The PSNC Energy Web site will work best with any of these browsers:

- Microsoft Internet Explorer 6.0 and above
- Mozilla (Firefox) 1.0 and above
- Netscape 7.0 and above
- Apple Safari 1.3 and above

## Note About Operating Systems and Browsers

Many previous versions of Windows and other operating systems and browsers may work on the majority of the site. The above versions are those which were tested. Select areas of our site may contain more complex code, which may cause non-supported operating systems and browsers to fail while performing certain functions.

You may wish to download and install the most current Web browsers, which are available for free from product manufacturer Web sites:

Internet Explorer: [www.microsoft.com/windows/ie/default.asp](http://www.microsoft.com/windows/ie/default.asp)

Mozilla (Firefox): [www.mozilla.com/firefox/](http://www.mozilla.com/firefox/)

Netscape: <http://channels.netscape.com/ns/browsers/download.jsp>.

Safari: [www.apple.com/macosx/features/safari/](http://www.apple.com/macosx/features/safari/)

## Encryption

Encryption is a process that hides data or the contents of a message in such a way that the original information can be recovered through a corresponding decryption process. Most Web browsers use what is known as the Secure Sockets Layer (SSL) protocol for secure transactions like ecommerce purchases and banking.

Because it depends so heavily on keys, one normally measures the effectiveness or strength of SSL encryption in terms of key length– (number of bits in the key). The standard encryption for optimal security is 128-bit.

To ensure you have 128-bit encryption, download or upgrade the latest version of your browser using the links below.

Internet Explorer: [www.microsoft.com/windows/ie/default.asp](http://www.microsoft.com/windows/ie/default.asp)

Mozilla (Firefox): [www.mozilla.com/firefox/](http://www.mozilla.com/firefox/)

Netscape: <http://channels.netscape.com/ns/browsers/download.jsp>.

Safari: [www.apple.com/macosx/features/safari/](http://www.apple.com/macosx/features/safari/)

## Pop-up Blockers

When you select various options with your mouse or press a special function key, a new window may open. Usually this window contains additional information about the option you've selected, and gives you the option to close it.

**If you have "pop-up blocker" software on your computer that prevents new windows from opening, you should either turn it off or set it to allow "pop-ups" to open from the PSNC Energy Web site.**

The following are some examples of how to turn off common pop-up blocking software. You'll want to check with the manufacturer of your specific pop-up blocker program for the latest instructions.

### [Windows XP Popup Blocker Using Internet Explorer](#)

#### [AOL Toolbar](#)

#### [Earthlink](#)

#### [Firefox](#)

#### [Google Toolbar](#)

#### [Mozilla](#)

#### [McAfee Internet Security](#)

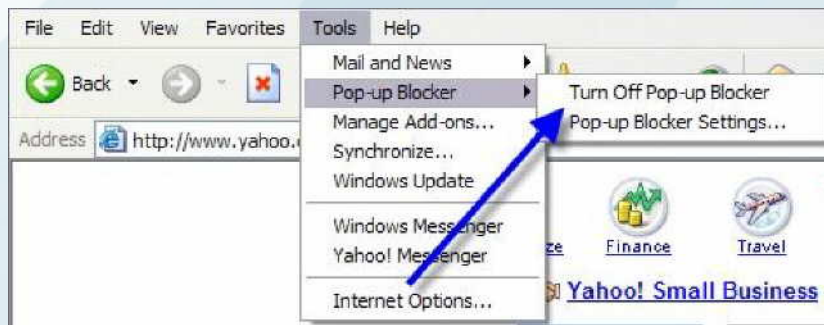
[MSN Toolbar](#)

[Norton AntiSpam and Norton Internet Security 2005 And 2006](#)

[Safari Web Browser \(Macintosh Computers\)](#)

[Yahoo Toolbar](#)

### Windows XP Popup Blocker Using Internet Explorer



- To disable:
  1. Open **Internet Explorer**.
  2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
  3. Choose the **Turn Off Pop-up Blocker** option.
- To allow pop-ups for the PSNC Energy Web site:
  1. From the **Internet Explorer** tool-bar, select **Tools** menu, from the drop down menu, select **Internet Options** then select the **Privacy** tab (*at the bottom of the Privacy window should be a Pop-up Blocker section*), select the **Settings** button.
  2. Add this address to the "Address of Web site to allow." [www.psnenergy.com/](http://www.psnenergy.com/)
  3. Select the **Add** button, then select the **Close** button, then select the **OK** button.
- For more information you can visit:  
[www.microsoft.com/windowsxp/using/web/sp2\\_popupblocker.msp](http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.msp)

## AOL Toolbar



- To disable:
  1. Click **Settings** on the AOL toolbar.
  2. Click **Pop-Ups** in the **Essentials** tab.
  3. Click **Off - Do not block any pop-ups**.
  4. Click **Apply** and **OK** to close the options window.
- To allow pop-ups from the PSNC Energy Web site:
  1. Click **Settings** on the AOL toolbar.
  2. Click **Pop-Ups** in the **Essentials** tab.
  3. In the Web Pop-Ups tab of the Pop-Up Control Settings window select **Allow Web pop-ups** from these sites.
  4. Enter ([www.psnenergy.com/](http://www.psnenergy.com/))
  5. Click **Add**.
  6. Click **Save**.
- For more information you can visit:  
<http://help.aol.com/>

## Earthlink



- To disable:
  1. Click the **Protection button** on the toolbar.
  2. Click **Pop-Up Blocker** then **Options**.
  3. Click **Off - Do not block any pop-ups**
  4. Click **Apply** and **OK** to close the options window.
- To allow pop-ups from the PSNC Energy Web site:
  1. Click the **Protection button** on the toolbar.
  2. Click **Pop-Up Blocker** then **Options**.
  3. Click **Open Allow List**
  4. Right-click on the first blank line, then type the full address of the site ([www.psnenergy.com/](http://www.psnenergy.com/)) and then press <Enter> on your keyboard.
  5. Click **OK** to close the list.
  6. Click **Apply** and **OK** to close the options window.
- For more information you can visit:  
<http://support.earthlink.net/tutorial/ta/protection/>

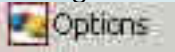

## Firefox

- To disable:
  1. Open the **Options** window in Firefox.
  2. Click on the **Web Features** icon.
  3. Uncheck the **Block Popup Windows** option. Click **Apply** and **OK** to close the options window.
- To allow pop-ups from the PSNC Energy Web site:
  1. Click **Allowed Sites**.
  2. Enter this address ([www.psnenergy.com/](http://www.psnenergy.com/))
  3. Click **OK**.
- For more information you can visit:  
[www.mozilla.org/support/firefox/options#webfeatures](http://www.mozilla.org/support/firefox/options#webfeatures)

## Google Toolbar



Google toolbar has two ways that you can turn off the popup blocker.

- To disable:
  - Open the Google **Toolbar Options** window by clicking on the options button. 
  - In the Accessories section check the box next to the pop-up blocker option.
- To allow pop-ups from [www.psnenergy.com](http://www.psnenergy.com):
  - Click on the following button on the toolbar.  It should now read "Popups Okay."

For more information you can visit: [http://toolbar.google.com/popup\\_help.html](http://toolbar.google.com/popup_help.html)

## Mozilla

1. Open the **Edit** toolbar menu and choose the **Preferences** option.
2. On the right-hand column, under the **Privacy & Security Preferences** category, click on the **Popup Windows** topic. (If no sub-categories are visible, double-click on the title **Privacy & Security** to expand the list.)

3. You can either de-select the box next to **Block unrequested popup windows** to completely disable the pop-up blocking software, or add PSNC Energy to a list of allowed sites.
4. To do this, click the **Allowed Sites...** button, type **http://www.psnenergy.com** into the text field, and then click **Add**. Click **OK**.
5. An alternative method of doing this is to browse to the PSNC Energy Web site (<http://www.psnenergy.com>), and then click on the **Tools** toolbar menu. Choose **Popup Manager** and then select the **Allow Popups From This Site** option.

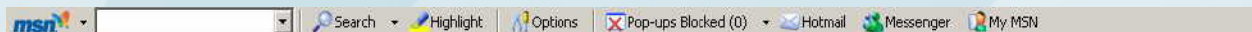
### McAfee Internet Security

1. Point to **McAfee Pop-Up Blocker**.
2. Deselect **Enable Pop-up Blocker**.

McAfee also has a feature that allows the user to hold down the **Ctrl** key while clicking the refresh button which will allow the popup to load.

### MSN Toolbar

As with Yahoo and Google Toolbars, the MSN toolbar allows other features on top of Pop-Up Blocking. Below is the MSN Toolbar:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, click on the down arrow to the right of the text to bring up the Menu:



Click on **Allow Pop-ups**.

## Norton AntiSpam and Norton Internet Security 2005 And 2006

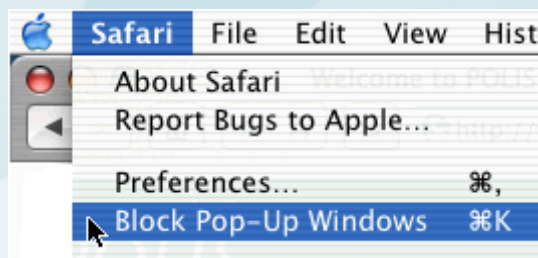


1. Norton Internet Security 2005 usually adds a yellow and orange orb icon to your system tray in the Windows taskbar. You may be able to right-click on it and disable. Otherwise, click on **Start>Programs>Norton Internet Security>Norton Internet Security**. In the left hand pane of the Norton Internet Security window click on **Norton AntiSpam**.
2. Choose the **Status and Settings** view under Norton AntiSpam. If **Settings for Pop-up Blocking** displays a green checkmark, click on **Pop-up Blocking**.
3. Click **Pop-Ups Blocking -> Turn off**.
4. The last step is to clear your cache. To do this, open **Tools >Internet Options**. Click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key and the **Shift** key, use your mouse to press the browsers **refresh** button.

For more information you can visit the Symantec Support Site at [www.symantec.com/techsupp/home\\_homeoffice/](http://www.symantec.com/techsupp/home_homeoffice/)

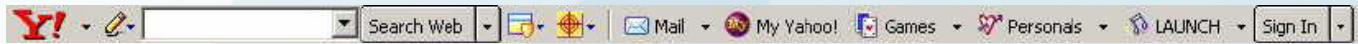
## Safari Web Browser (Macintosh Computers)


1. Open Safari.
2. Click on the Safari Menu.
3. Uncheck **Block Pop-Up Windows**.



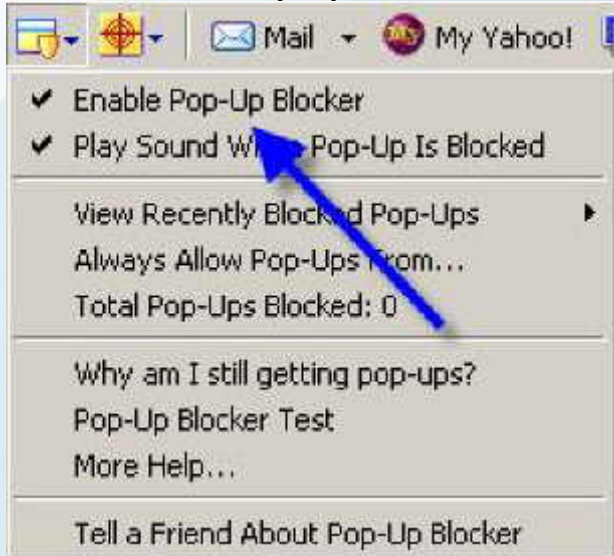
## Yahoo Toolbar

Listed below is how the bar will appear within Internet Explorer:



To disable Pop-Up Blocking, click on the down arrow to bring up the menu: 

Uncheck **Enable Pop-Up Blocker**.



Once this is done, you should be able to open the assessment window. If you are still unable to log in, you may have more Pop-Up Blockers to identify and disable.

## Internet Connection Speed

The speed of your Internet connection refers to how quickly you download and upload information using the Internet. A higher speed connection typically makes browsing any Web site much easier. **We recommend a minimum 56Kb or faster Internet connection.**

## Cookies

"Cookies" are small files or pieces of information that are stored by your browser on your computer's hard drive when you visit a Web site. The use of cookies is an industry standard, and you will find them at most Web sites.

Most browsers are initially set to accept cookies. If you'd prefer, you can set yours to refuse cookies or to alert you when cookies are being sent. Refusal of cookies when you enter the PSNC Energy Web site may result in an inability to visit certain areas of our site. **We recommend that you have "cookies enabled" in order to take advantage of all the features and functions of our Web site.**

The following provides examples for enabling cookies using various browsers. You should check the "help" section for your browser or consult your browser's manufacturer for the most accurate, up-to-date instructions.

### Windows IE 6.x Browser

- Select **Tools**.
- Select **Internet Options**.
- Select the **Privacy** tab.
- Select **Advanced**.
- Deselect **override automatic cookie handling** button.
- Click on the **OK** button at the bottom of the screen.
- Click **OK** to exit.

### Netscape 7.x

- Click **Edit** on the toolbar.
- Click **Preferences**.
- Click the **Privacy and Security** category; expand the list to show the subcategories.
- Click **Cookies**.
- Three options are displayed. Click the appropriate choice:
  - Disable cookies
  - Enable cookies for the originating Web site only
  - Enable all cookies
- If you want to be notified when a Web site tries to set a cookie, select "Warn me before accepting a cookie."

## Mozilla

- Go to **Edit** in the menu bar.
- Click on **Preferences**.
- Roll down the group labeled **Privacy & Security**.
- Click on **Cookies**.
- Check/uncheck the **Disable Cookies** radio button.
- Click **OK**.

For further instructions on how to change your cookies settings, please use your browser's HELP documentation to make the appropriate changes.

## Safari

- From the **Safari** menu, click **Preferences**.
- From the **Security** tab, under **Accept Cookies**, click to select **Always**.
- Click **Close**.

## Screen Settings

How well your monitor displays the PSNC Energy Web site depends partially on its resolution.

**Resolution** refers to a monitor's pixel density: the more pixels, the higher the level of detail. For example, an 800 x 600 resolution will show more of the site than 640 x 480. However, text and graphics appear smaller with higher resolutions. **The PSNC Energy Web site is designed to work at a minimum screen setting of 800 x 600 but works best if your screen settings are set to 1024 x 768.**

You can find information about resolution in your monitor's manual. Some monitors have a button on the front that gives you this information as well.

To adjust resolution in Windows, use the Settings tab in the Display Properties dialog box. If you have a different operating system, consult the Help menu or the monitor manual, or ask the monitor's manufacturer for advice.

## Plug-in Applications

Some of the features on the PSNC Energy Web site require the use of plug-in applications. These are software modules that allow you to listen to music on a Web site, watch videos and experience other options. The features you'll find on our Web site use standard plug-in applications, which can typically be downloaded for free from the various manufacturers' Web sites.

To enjoy all the features of the PSNC Energy Web site, we recommend that you have the latest versions of the following:

### Adobe Acrobat Reader

Many documents available for download or viewing on our site – including bills –require Adobe Acrobat Reader. They are typically labeled as "PDF" documents. We recommend either version 5 or 7 for best results. If you have difficulty viewing a PDF, try downloading the latest version of Adobe Acrobat Reader for free at:

[www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

### Windows Media Player

This plug-in allows you to watch videos on our Web site. You can download the latest version for free at:

[www.microsoft.com/downloads/search.aspx](http://www.microsoft.com/downloads/search.aspx)

### Adobe Flash Player

To watch online demonstrations, you'll need to download this program. To get the latest version for free, go to: [www.adobe.com/products/flashplayer/](http://www.adobe.com/products/flashplayer/)

## Troubleshooting

The following are some of the most common problems our customers encounter – and how you can overcome them.

[Trouble Signing In](#)

[Trouble Viewing Your Bill](#)

[Trouble Enrolling in ePay or eDraft](#)

## Trouble Signing In

If you have trouble signing into your online account, check for the following:

- Make sure your "Caps Lock" key is not on. Your username and password are case sensitive. (If you initially entered them in all lowercase letters, they always must be entered in lowercase letters.)
- If you are using Internet Explorer, check to see if you have cookies disabled or have a high security setting on your browser. You may want to enable your cookies and use a lower security setting.
  - You should be able to access this information by selecting the "Tools" option in your browser.
  - Then select "Internet Options."
  - There should be a "Security" tab that you can select.
  - From here, you should have options to change security and cookie settings.
  - For Internet Explorer 6.0, click the "Privacy" tab (instead of the "Security" tab) for your cookies settings. Then click the "Advanced" option. Here, you can override your cookie settings so that you will allow cookies and cookie sessions.
- Our site is optimized (works best) for Internet Explorer 6.0 (or above), Mozilla (Firefox) 1.0 and above, Netscape 7.0 (or above) and Safari 1.3 and above. If you are using a previous version, you may need to upgrade your browser.

You can download and install the most current Web browsers, which are available for free from these product manufacturer Web sites:

Internet Explorer: [www.microsoft.com/windows/ie/default.asp](http://www.microsoft.com/windows/ie/default.asp)

Mozilla (Firefox): [www.mozilla.com/firefox/](http://www.mozilla.com/firefox/)

Netscape: <http://channels.netscape.com/ns/browsers/download.jsp>.

Safari: [www.apple.com/macosx/features/safari/](http://www.apple.com/macosx/features/safari/)

- Did you receive either of these error messages?

"The page must be viewed with a high-security Web browser"

"The page you are trying to view requires the use of a Web browser configured for 128-bit encryption."

You may need to upgrade the encryption strength for your browser or download the latest version of your browser. Or you can download and install the most current Web browsers for free from these product manufacturer Web sites:

Internet Explorer: [www.microsoft.com/windows/ie/default.asp](http://www.microsoft.com/windows/ie/default.asp)

Mozilla (Firefox): [www.mozilla.com/firefox/](http://www.mozilla.com/firefox/)

Netscape: <http://channels.netscape.com/ns/browsers/download.jsp>.

Safari: [www.apple.com/macosx/features/safari/](http://www.apple.com/macosx/features/safari/)

## Trouble Viewing Your Bill

If you have trouble viewing your bill image, you may need to download the latest version of Adobe Acrobat Reader. If you have the newest version of Acrobat Reader then you can skip to step 7.

1. Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
2. If more than one account listing, select the account you want to view.
3. Select the "Get Acrobat Reader" from this page to download Adobe Acrobat Reader. (You may need to scroll down.) Or go to:  
[www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)
4. A new window will open for the Adobe Web site. Follow the steps provided by the Adobe Web site.
5. After downloading the Adobe Acrobat Reader, close the Adobe Web site window.
6. Try to view your bill image again. If you are still unable to view bill image with Adobe Acrobat Reader, go to step 7.
7. Go to your "Start" button and right click.
8. From the options, select the "Explore" option.
9. Now, select the "Tools" option.
10. Select the "File Types" tab. (You may need to select the "Folder Options" before accessing the "Files Types".)
11. Look for the "PDF" file extension and highlight that row. If you do not have a "PDF" file extension, select the "New" option.
12. From the "Create a New Extension" window, enter "PDF" for the new file type and select "OK."
13. Select the "Change" button.
14. From this new window box, associate the PDF file to the Adobe Acrobat Reader.
15. Now, you should be able to view your bill image.
16. Please note that if you have pop-up blocker software installed on your computer, you may not be able to view your bill as it opens in a new window. Refer to the section on [Pop-up Blockers](#) for information on allowing "pop-up windows" from our site.

### Trouble Enrolling in ePay or eDraft

If you experience problems enrolling in PSNC Energy's online bill payment programs – ePay or eDraft – please read the following information:

- Do you have software on your computer that blocks pop-up windows? If so, you need to turn off this application when trying to use ePay or eDraft. (Refer to the section on [Pop-up Windows](#).)
- Some customers have experienced difficulties accessing the Disclosure Statement when the browser window is minimized. We advise maximizing the browser window to a full screen before trying to access the Disclosure Statement.
- If you are using an older version of Netscape for your browser, you may need to upgrade it to access your account online since our site is optimized for Netscape 7.0 (or above). For your convenience, we have provided a link to the Netscape download page: <http://channels.netscape.com/ns/browsers/download.jsp>.
- If these suggestions do not work, we will need the following information to assist you further:
  - Type of browser and version (examples: Netscape 4.0, Microsoft Internet Explorer 5.0, etc.)
  - Operating System and version (examples: Dos, Windows NT, Windows 98, Macintosh, etc.)
  - The URL listed in your status bar when your mouse is over the Disclosure Statement link.
  - Internet Connection (examples: dial up, cable, DSL, etc.)
  - Internet Service Provider (examples: AOL, MSN, etc.)
  - When you try to accept the Disclosure Statement, are you clicking on the Disclosure Statement hyperlink or are you trying to click the accept box on the ePay/eDraft Enrollment form?
  - When you try to accept the Disclosure Statement does a new window open for you to read and accept the Disclosure Statement?
  - If an error message was received, include the error message and specific details as to what you were doing at the time the error message occurred.

## How to Guide

The PSNC Energy Web site is loaded with features that allow you to do everything from make partial payments on your bill via your computer to estimate your next month's bill. The following provides instructions to help you perform various tasks on the Web site.

### Basic Site Features

[How to Navigate the Site](#)

[How to Use FAQs](#)

[How to Use the Search Function](#)

[How to Use the Site Map](#)

[How to Contact Us](#)

[How to Print or Save a PDF](#)

[How to Play an Online Video](#)

### Online Account Access

[How to Sign Up for Online Account Access](#)

[How to Sign In to Your Online Account](#)

[What to Do If You Forget Your Username or Password](#)

### Account Profile

[How to Change Your Billing Address](#)

[How to Change Your Username, E-mail Address, Secret Question or Password](#)

[Why You Need a Secret Question](#)

### Using Your Account

[How to View My Bill/Statement Online](#)

[How to View Past Bills/Statements Online](#)

[How to Read Your Bill](#)

[How to Use the Bill Estimator](#)

[How to Use the Energy Analyzer](#)

[View Your Annual Energy Usage \(Consumption History\)](#)

## **Billing & Payments**

- [How to Sign Up for ePay](#)
- [Change ePay Bank Information](#)
- [How to Cancel ePay Enrollment](#)
- [How to Sign Up for eDraft](#)
- [How to Change eDraft Bank Information](#)
- [How to Cancel eDraft](#)
- [How to Register for Online Billing](#)
- [How to Change My Billing Preferences](#)
- [How to View Payments Online](#)
- [How to Receive Payment Reminder E-mails](#)
- [How to Access Your Bill and Payment History](#)

## **Service**

- [How to Set Up Service \(New Accounts\)](#)
- [How to Transfer or Cancel Service](#)

## **Safety and Emergencies**

- [How to Report a Gas Leak](#)

## **Miscellaneous**

- [How to Sign Up for E-mail Alerts](#)
- [How to Find Ways to Save Energy and Control Your Energy Bills](#)
- [The Salvation Army Heat Care Fund](#)
- [Where to Find Information about Natural Gas Products](#)

## Basic Site Features

### How to Navigate the Site

Navigating the Web site – getting around it – is easy. Simply use the navigation bars at the top and right side of any page.

- The top navigation bar contains the following options: **Home**, **FAQs**, **Contact Us**, **Site Map** and **Search**.
- If you don't see the word **Home** at the top of the screen, you're already there. From any other page, you can return to the "home" page by clicking on this link.

### How to Use FAQs

**FAQs**, frequently asked questions, contain most of the questions we commonly receive from our customers. If you have a question but don't want to have to call Customer Service, click on FAQs to see if someone has already asked the same question you have.

Questions are grouped together by subject, such as Bill Paying and Safety Issues. Click on the question, and we'll provide you with the answer or ask you to call Customer Service for additional help.

### How to Use the Search Function

If you're looking for specific information, use our **Search** function to find it.

- Type in a word or phrase in the blank Search box that you'll see at the top of any page of the Web site.
- Click on the gray "search" box next to it.

We'll do our best to provide you with a list of options related to what you're searching for.

### How to Use the Site Map

For an at-a-glance look at everything on our Web site, click on **Site Map**. Then, if you want to go some place in particular on our site, click on the appropriate link on the site map.

### How to Contact Us

PSNC Energy wants to hear from you, so we make it easy. Simply:

- Click on the **Contact Us** link at the top of any page of the PSNC Energy Web site.
- Next to the word "Subject," use the dropdown menu to select the subject that most closely matches your needs (or choose "None of the Above"). Note that for your convenience we've provided a list of commonly asked questions and their answers to the left of the form.
- Click the orange "next" button.
- Fill out the required information. (The asterisk indicates what information is required.)
- Type in your comments and click on "submit". You'll hear back from us within two business days.

Or you can reach our 24-hour Customer Service Center at (877) 776-2427 or contact us by mail at:

PSNC Energy  
P.O. Box 100256  
Columbia, SC 29202

### **How to Print or Save a PDF**

Many of the documents and resources available to you on our Web site are available as PDFs. (The document name will be followed by parentheses that contains the letters PDF and the file size. See below.)

[Comforts of Home Spring 2006](#) (PDF 872 KB)

When you view your bill online, it is also presented as a PDF document. To view your bill or other PDFs or to print them, you need to have software called Adobe Acrobat Reader. It's a free program. If you don't already have it, go to [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html) and follow the directions to download the latest version to your computer's hard drive.

Then when you want to view a PDF document, simply click on the title of the document (which will usually be in blue type and underlined), and Adobe Acrobat Reader will automatically open it for you. You can then print it from your screen using the Print button in your browser or by clicking on the PRINT icon.

To save the document on your computer:

- Right click your mouse on the PDF (if you're using a PC).
- A window will pop up which provides you with several options. Choose "Save Target As" (or "Save link as" in Firefox.)
- Another window will open asking you what you would like to name this document when you save it. You can also change where you save it.

### **How to Play an Online Video**

To play a video, you must have the software program Windows Media Player. You can download it for free from Microsoft at [www.microsoft.com/windows/windowsmedia/download/AllDownloads.aspx?displang=en&qst\\_chnology](http://www.microsoft.com/windows/windowsmedia/download/AllDownloads.aspx?displang=en&qst_chnology). Then simply click on your connection speed. A new window will open on your computer and the video will begin playing. Make sure you have the audio "on" if you wish to listen to the video as well. (You can adjust your audio settings from your computer's control panel.)

## Online Account Access

### How to Sign Up for Online Account Access

#### Residential/Small and Medium-size Business

To sign up for online account access as a residential or small/medium-size business customer, you will need the following:

- 13-digit account number (found on your bill)
- 4-digit activation code (found on your bill)

If you do not have your activation code, you can use your Social Security number. (It must be the Social Security number of the account holder.)

If you don't have a copy of your bill, call our 24-hour Customer Service at (877) 776-2427 for assistance with your account number and/or activation code. Due to our confidentiality policy, we cannot provide this information to you via e-mail.

- When you have the required information, go to [www.psnenergy.com](http://www.psnenergy.com) and select the "Register For an Online Account" link in the Account Sign In box you'll see in the upper left-hand corner of every page of our Web site.
- You'll then go through a two-step process. Fill out the information asked for and click "submit."

#### Industrial/Commercial

To begin the online account registration process, enter your company's account number on the first screen of the registration process. On the second screen that appears, you'll find a link for the Terms and Conditions form.

To register your industrial/commercial account online, this Terms and Conditions form must be completed by an official signatory of your company before you can be given online access.

You can also get a copy of this form by contacting our commercial account line at (800) 545-4427. We're available Monday through Friday from 8:00 a.m. till 5:00 p.m.

The completed Terms and Condition form can be faxed to (803) 933-8045 or mailed to the following address:

PSNC Energy Commercial Group  
MC J33  
Columbia SC 29218

Once the Terms and Condition form has been processed, you will be notified so that you can complete the online registration as described for residential and small/medium-size business customers.

### **How to Sign In to Your Online Account**

You'll find an Account Sign In box in the upper left-hand corner of every page of the PSNC Energy Web site. Simply fill in your username and password and then click on "sign in." You'll be taken directly to your account summary (or account listing if you have multiple accounts.)

If you have trouble signing into your account, refer to the information provided in the [Troubleshooting](#) section of this guide.

### **What to Do If You Forget Your Username or Password**

Simply click on the "Forgot Username or Password?" link in the Account Sign In box you'll see in the upper left-hand corner of every page of the Web site.

You will be required to provide your account number or Social Security number to locate your account and to confirm your identity. Once you have answered your Secret Question correctly, you will be provided with your username and prompted to create a new password.

If you have not created a secret question for your online account, you can use the "Contact Us" link for assistance.

## Account Profile

### How to Change Your Billing Address

To update your address, please sign in to your account online and follow these steps:

- Sign in to your account online at [www.psnenergy.com](http://www.psnenergy.com).
- Select Account Preferences.
- Click the orange "change" button under the information you wish to change:
- Make your changes and select the "submit" button.

### How to Change Your Username, E-mail Address, Secret Question or Password

- Sign in to your account online at [www.psnenergy.com](http://www.psnenergy.com).
- Select Online Preferences.
- Click the orange "change" button under the information you wish to change.
  - o Username
  - o Password
  - o Secret Question
  - o E-mail Address
  - o E-mail Format (HTML or TEXT)
- Make your changes and select the "submit" button.

If you need assistance, you can call our 24-hour Customer Service at (877) 776-2427.

### Why You Need a Secret Question

By having a Secret Question on your account, you have the ability to retrieve your username and change your password online if you ever forget them.

When you register your online account, you will have the option to create your own Secret Question or select one from a list.

You can add or change your Secret Question and/or Answer in your Online Preferences within your Account Management once you have signed in to your online account.

## Using Your Account

### How to View My Bill/Statement Online

- To view your current bill, simply sign into your account and click on "View Current Bill" in the right-hand navigation.

### How to View Past Bills/Statements Online

- To access your previous bills, sign into your account and click on Billing & Payments, View Billing History.
- Click on the date of the bill you wish to view. The bill will be presented as a PDF document so you must have the latest version of Adobe Acrobat Reader to view it. You can download this software for free at [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

### How to Read Your Bill



- Go to [www.psnenergy.com](http://www.psnenergy.com), Residential Services, and click on the Customer Service Center. Select "Explain My Bill" under Understand My Bill in the right-hand navigation bar.
- Click on "View an interactive sample bill" if you would like to view a copy of a bill that allows you to click on various portions to learn what they are. Or, click on "View a text description that will define each line item for you."

### How to Use the Bill Estimator

- Go to [www.psnenergy.com](http://www.psnenergy.com), Residential Services, and click on the Customer Service Center. Select "Estimate My Bill" under Understand My Bill in the right-hand navigation bar.
- Using information from a previous bill, fill in:
  - Month
  - Rate (if you know it)
  - Therms used (for gas)
  - Rate (if you know it)
- Click on "Estimate My Bill."

Although the Residential Bill Estimator will only estimate your bill based on a number of assumptions, like your past therms used for the month you're trying to estimate, it can give you a good idea of what to expect on your future bill for budgeting purposes.

### How to Use the Energy Analyzer

- If you're a residential customer, go to [www.psnenergy.com](http://www.psnenergy.com) and sign in to your online account. (You must have online account access to use the energy analyzer.) Once you've signed in, click on "Overview" under the Energy Analyzer link in the right-hand navigation bar.
- You can compare various factors regarding your energy usage between the current month and the same month last year.
- Click on the various options in the right-hand navigation bar for more in-depth analysis, including the differences in your energy costs this year and last year and the impact of temperature on your costs.
- Click on the print  or save (  ) icons if you wish to print any of this information or to save it to your computer. (Follow the screen prompts.)
- If you have a non-residential account, you can access the link to the Energy Analyzer but you can use it only to view your consumption history.

### View Your Annual Energy Usage (Consumption History)

- Sign in to your account online at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account, select the account you want to view.
- Click on the "Account History" link on the top left menu.
- On the "Consumption History" tab, select an energy source or select annual history.

## Billing & Payments

### How to Sign Up for ePay

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- Select the "Pay Your Bill" option.
- Select the "Enroll in ePay/eDraft" link.
- Complete the enrollment form which includes the following:
  - Select ePay.
  - Nickname for bank account
  - Bank account type (checking/savings)
  - Bank routing number
  - Bank account number
- Read and accept the Disclosure Statement.
- Submit your ePay enrollment.

Please note that when you sign up for ePay, you automatically sign up for paperless billing. If you would like to continue receiving a paper bill, see the section on [How to Change Billing Preferences](#).

### **Change ePay Bank Information**

While you cannot change your actual bank information, you can add another bank account and delete your non-primary bank accounts by following these steps:

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account listing, select the summary of the account to be updated.
- From your Billing & Payments options, select the "Update ePay & Bank Info" link.
- Then select the "Add Bank Account" option.
- Once your bank account has been added, you can select this account as your primary account.
- Any non-primary accounts can be deleted through the "Update" option.

Note: If you have more than one account enrolled in ePay, make sure you change the bank information for all accounts if needed.

### **How to Cancel ePay Enrollment**

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account listing, select the summary of the account to be updated.
- From your Billing & Payments options, select the "Update ePay & Bank Info" link.
- Then select the "Terminate ePay" link.
- Then select the "Terminate ePay" option.

Note: If you have more than one account enrolled in ePay, make sure you change all accounts if needed.

### **How to Sign Up for eDraft**

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- Select the Pay Your Bill option.
- Select the Enroll in eDraft/ePay link.
- Complete the enrollment form which includes the following:
  - o Select eDraft
  - o Draft Date (Required for eDraft Enrollment Only)
  - o Nickname for bank account
  - o Bank Account Type (checking/savings)
  - o Bank Routing Number
  - o Bank Account Number
- Read and accept the Disclosure Statement.
- Submit your eDraft enrollment.

Note: Your eDraft will begin drafting on your next bill. You can pay your current charges online from the "Make one-time payment" link.

Please also note that when you sign up for eDraft, you automatically sign up for paperless billing. If you would like to continue receiving a paper bill, see the section on "How to Change Billing Preferences."

### **How to Change eDraft Bank Information**

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account listing, select the summary of the account you wish to update.
- From your Billing & Payments options, select the "Update eDraft & Bank Info" link.
- Select the "Add Bank Account" option.
- Once your bank account has been added, you can select this account as your primary account.
- Any non-primary accounts can be deleted through the "Update" option.

Things to consider:

- Changes to your eDraft bank information will not take affect until the next bill.
- If you have more than one account enrolled in eDraft, make sure you change the bank information for all accounts if needed.
- If you want the current draft to process from the new bank account, suspend eDraft for the current month and schedule a one-time payment with the new bank account by following the steps provided below:
  - From your Billing & Payments options, select "eDraft Payment Options."
  - Select the time period you would like your eDraft suspended. (i.e. current month, current month plus 1, 2 or 3 months, or indefinitely.)
  - Select the "Make one-time payment" link to schedule a payment for your account balance from your new bank account.

### **How to Cancel eDraft**

- Sign in to your online account at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account listing, select the summary of the account to be updated.
- From your Billing & Payments options, select the "Update eDraft & Bank Info" link.
- Then select the "Terminate eDraft" link.
- Then select the "Terminate eDraft" option.

Note: If you have more than one account enrolled in ePay/eDraft, make sure you change all accounts if needed.

### How to Register for Online Billing

To sign up for online account access, which will enable you to view your account and/or pay your bill online, you will need the following information:

- 13-digit account number found on your bill
- 4-digit activation code found on your bill or your Social Security number (it must be the Social Security number of the account holder)

If you do not have a copy of your bill, please call PSNC Energy's Customer Service Department for assistance with your account number and/or activation code. Due to our confidentiality policy, we are unable to provide this information to you via e-mail.

- Go to [www.psnenergy.com](http://www.psnenergy.com)
- At the "Sign In" option, select the "New User" link.
- Submit your 13-digit account number and select your service provider.
- Complete the information needed to register for eBilling.
- At the time of registration, you can also choose to enroll in our online payment option by selecting the option yes for ePay/eDraft enrollment. (Please have your bank account information available to enroll in ePay or eDraft.) If you do not want to enroll in ePay/eDraft at this time, please select no.
- Select the "Register" button to submit your information.

Each month, you will receive an e-mail notification when your new bill is available online for viewing. You may need to go to your e-mail controls and add the "@scana.com" as a safe domain so your e-mail provider will allow the delivery of your e-mail bill notifications. If you need additional assistance with changing your mail controls, please contact your e-mail provider.

Please note that if you sign up for eDraft or ePay, you will automatically be signed up for paperless billing.

### How to Change My Billing Preferences

To change your billing preferences:

- Go to "Account Management" and then click on "Account Preferences."
- Click the orange "change" button.
- Note on the form that appears how you would like to receive your bill.
- If you want us to send you an e-mail reminder one day before your bill is due, make sure to check the appropriate box for that option.
- Click "submit."

### How to View Payments Online

- Sign in to your account online at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one address in your account listings, select the "Account Summary" for the account you want to view.
- Select "Billing and Payments" from the right navigation, and then select "View Payment History." You can view up to 24 months worth of payments.

### How to Receive Payment Reminder E-mails

- Go to "Account Management" and click on "Account Preferences".
- Click the orange "change" button.
- On the form that appears, check the box that asks if you would like to receive an e-mail reminder one business day before your bill is due.
- Click "submit."

### How to Access Your Bill and Payment History

- Sign in to your account online at [www.psnenergy.com](http://www.psnenergy.com).
- If you have more than one account, select the "Account Summary" of the account you want to view.
- Select "Billing & Payments."
- Select "View Billing History" or "View Payment History."
- If you choose "View Billing History," you'll have the option to click on the date of the specific bill you wish to view. Your bill will be presented in PDF format, which means you will need the latest version of Adobe Acrobat Reader to view it. You can download this software for free at:  
[www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

## Service

### How to Set Up Service (New Accounts)

Currently, you cannot sign up for service with PSNC Energy online (but it is coming soon). For now, you must call Customer Service. Before making the call, make sure you have the following information available:

#### If you're a residential customer or small or medium-sized business:

- Complete address including apartment number, if applicable, city and zip code
- Mailing address (if different)
- Landlord's name (if renting)
- Home phone number
- Revenue district
- Social Security number (for residential service) or tax ID (for small business)
- Driver's license number and expiration date
- Spouse's name and Social Security number
- Contact person and phone number
- Proof of ID (required in some cases)

Then all you need to do is call (877) 776-2427 or visit one of our convenient Customer Services offices. (Consult our Web site for a list.) An interpreter is available if needed. We'll let you know if anything else is needed and what to expect. A deposit may be required.

#### If you're a commercial or industrial customer:

You'll need to first complete a form. You can access this form from our Web site at [www.psnenergy.com](http://www.psnenergy.com) and click on the form. Print it out and complete it. Or call our commercial/industrial account representatives at (800) 545-4427, and they'll be happy to send one to you. An authorized representative of your company is required to sign the application. Mail the completed application to:

PSNC Energy  
Receivables Management  
MC E26  
Columbia, SC 29218

Or fax it to: (803) 933-7677

A deposit may be required; however, options are available in lieu of a cash deposit.

### How to Transfer or Cancel Service

Currently, you cannot transfer or cancel service with PSNC Energy online. For now you must call Customer Service at (877) 776-2427.

## **Safety and Emergencies**

### **How to Report a Gas Leak**

To report a gas leak, leave your home immediately and call (877) 776-2427 (the PSNC Energy Customer Service Center) or 911.

## **Miscellaneous**

### **How to Sign Up for E-mail Alerts**

- Click on the link "Sign Up for E-mail Alerts" in the right-hand navigation bar (the third item in the dark-shaded box)
- Fill in your name and e-mail address.
- Check the kind of e-mail alerts you'd like to receive.
- Click "submit." You're all set.

### **How to Find Ways to Save Energy and Control Your Energy Bills**

The PSNC Energy Web site contains a number of energy-saving tips and suggestions for how to keep your energy bills under control. Go to Residential Services, Manage Energy Use. You'll find information to:

- Help you find available financial assistance for your PSNC Energy bill through your local community agencies.
- Energy conservation tips (including helpful videos)
- A guide to gas appliances
- Factors affecting the price of gas
- And how you can help others cope with their energy bills

### **The Salvation Army Heat Care Fund**

The Salvation Army Heat Care Fund provides financial assistance to those struggling to pay their heating bills. The fund was initiated by PSNC Energy as a partnership with The Salvation Army.

As a PSNC Energy customer, you can help warm the hearts and homes of your less fortunate neighbors. Simply include a separate check made payable to The Salvation Army Heat Care Fund (for any amount) along with your monthly gas payment. All donations are tax deductible. You can also drop a Heat Care donation off at any local Salvation Army office or if you pay your bill online, you can mail a check payable to The Salvation Army Heat Care Fund to:

#### **Heat Care Fund**

c/o PSNC Energy  
P. O. Box 1398  
Gastonia, NC, 28053

To download a donation form, go to [www.psnenergy.com/en/residential-services/manage-energy-use/give-the-gift-of-comfort/default.htm](http://www.psnenergy.com/en/residential-services/manage-energy-use/give-the-gift-of-comfort/default.htm). (Residential Services, Manage Energy Use, The Gift of Comfort.)

### **Where to Find Information about Natural Gas Products**

PSNC Energy sells a variety of natural gas products that can bring a world of comfort and convenience to your home – indoors and outdoors. You'll find major brands like State, Peterson, Rheem, Broilmaster, Empire, Rinnai and Golden Blount.

We can install them too, or repair them if the need arises. To see our selection of gas logs, tankless water heaters, gas grills, gas lights, gas space heaters and more, browse the Products section of our Web site or stop by one of our showroom locations. You'll find a list of them, along with addresses and phone numbers, on our Web site as well.

For a quick overview of some of the natural gas appliances available through PSNC Energy, consult the **PSNC Energy Comforts of Home Buyer's Guide**.

- Just click on "Comforts of Home" in the right navigation bar.
- Then tour our interactive room.
- You'll see the link to the buyer's guide at the top of this screen. It's available as a PDF document so you must have Adobe Acrobat Reader to open it. Don't have Adobe Acrobat Reader? Get it for free at [www.adobe.com](http://www.adobe.com).
- Then click on the buyer's guide link and save the guide on your computer or print it.