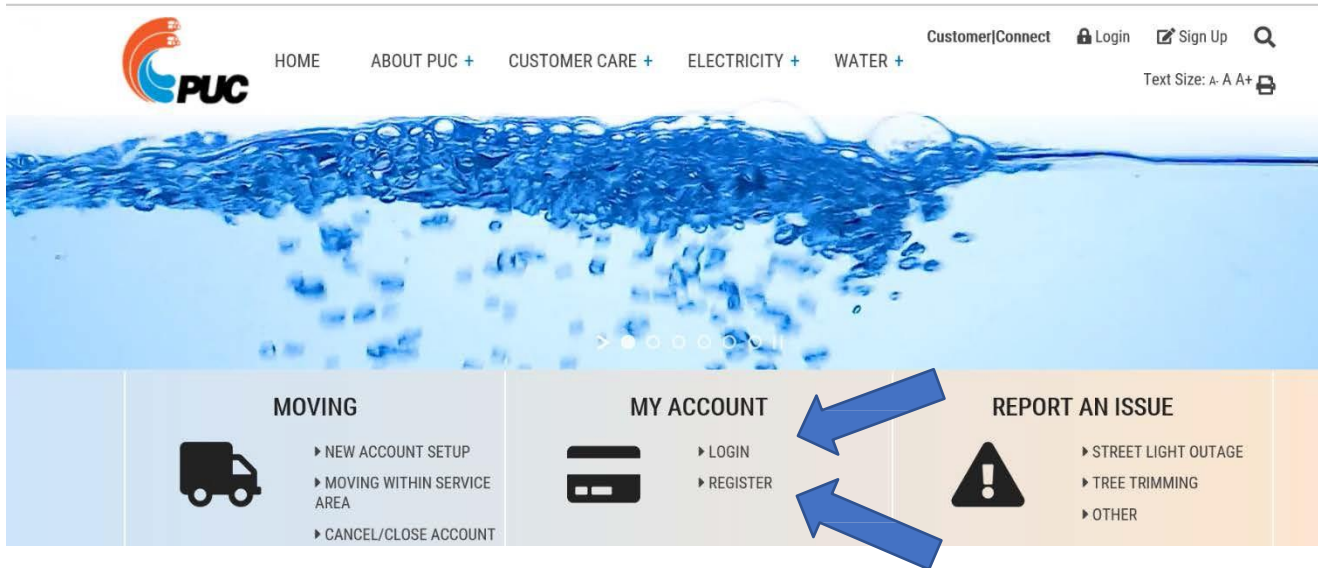


How To Register for E-Billing

STEP 1

Go to the PUC website at www.smpuc.com and under **MY ACCOUNT** click **Login** if you have already registered. Click **Register** if you are a new user. If you click Login skip to Step 6. Otherwise proceed to Step 2.



STEP 2

Enter the required information in the registration form as shown below. You can find your PUC account number using your most recent bill. Please note: Password must contain a minimum of 7 Characters and 1 Digit. Once completed click **Register**.

The screenshot shows the PUC Services registration form. The form is titled 'Registration Form' and includes the following fields:

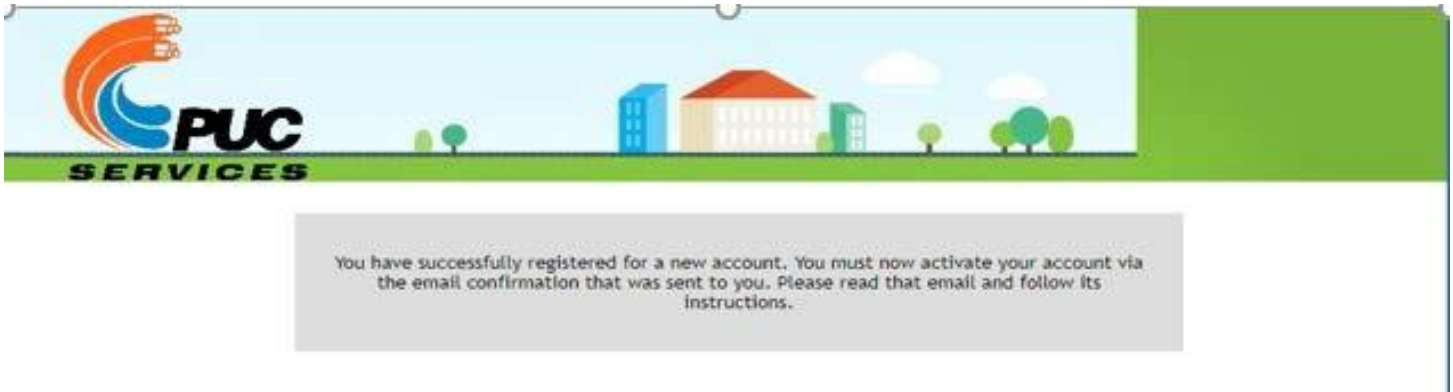
- Account # *
- Username *
- Email *
- Confirm Email *
- New Password *
- Password Strength: No password entered
- Confirm Password *
- Security Question * (Please select a question)
- Answer *
- Mailing Zip/Postal Code *

At the bottom of the form, there are 'Cancel' and 'Register' buttons. A blue arrow points to the 'Register' button.

Welcome
CustomerConnect is a new product that allows users to track TOU and consumption data. In order to access this new tool, users must register a new account. Please enter all the required information for your new account and click 'Register'. An activation link will then be sent to your email account. To complete the registration process and activate your new account, please read this email and follow its instructions. If you do not receive the activation email message please check your junk or spam folders.

STEP 3

You will then receive a successful registration message as shown below and an email confirmation to activate your account.



STEP 4

Go to your email account and open the email from PUC (see sample email below). If you do not see the email, please check your junk mail folder. Click on the activation link.

If the link does not work, you may need to copy the link (highlighted in blue) and paste it into your web browser. This can be done by using your mouse to highlight the link, right click and choose copy. Go to your browser address bar, position the mouse in the browser bar and right click your mouse and select paste. Hit enter.

Sample Email:

From: "no-reply@ssmpuc.com" <no-reply@ssmpuc.com>

Date: May 16, 2019 at 9:53:02 AM EDT

To:

Subject: **PUC Services CustomerConnect Account Activation**

To activate your new PUC Services CustomerConnect account, please click the following link (or copy and paste the link into your browser address bar):

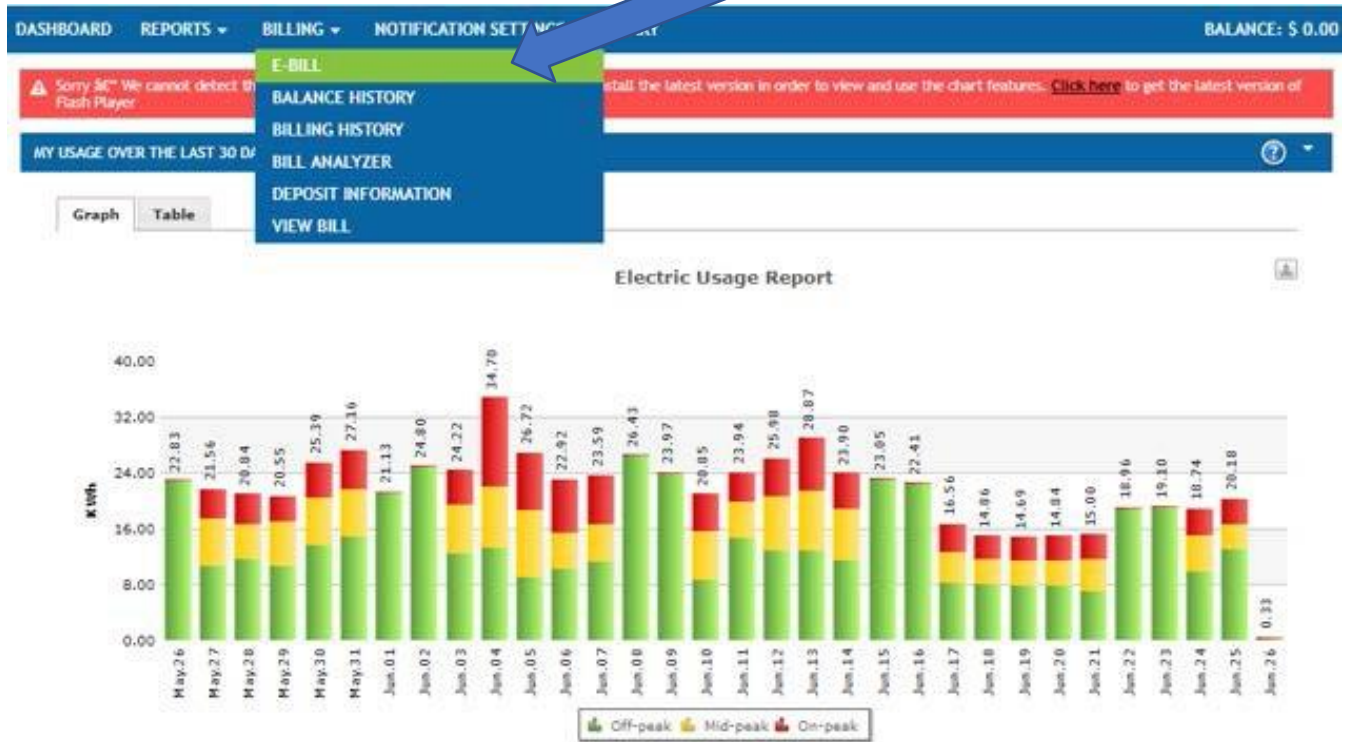
<https://cc-ssm.smpuc.com/CC/connect/reqistration/ActivateAccountController.xml?token=d8aeb998-84e2-4993-be9f-aaefef849857>

STEP 5

Return to Step 1 and click **Login** to enter your new Customer Connect account. You will be on the home page that shows the Electrical Usage Report as well as your customer information (Name, Account Balance, Etc..)

STEP 6

To select Paperless Billing click on Billing and select **E Bill**.



STEP 7

The following screen will be shown, and you can select Paperless Billing and then **SUBMIT**

The screenshot shows the 'E-BILL' selection screen. At the top, there is a blue bar with 'E-BILL'. Below it, a checkmark icon is followed by the text 'You are currently enrolled to receive paperless billing'. There are two options: 'Paperless Billing' and 'Paper Billing'. The 'Paperless Billing' option is selected, indicated by a radio button and a blue arrow. The 'Paper Billing' option is unselected. Below the options, there is a 'Submit' button, also highlighted with a blue arrow.

Paperless Billing
You will receive monthly email notifications sent to zyds@shaw.ca advising you that your bill is ready

Paper Billing
Your bills will be mailed to your mailing address each month

Select a billing option above.

Please note that you will receive another email from PUC confirming that you have successfully subscribed to E Billing.

Sample Email

From: "no-reply@ssmpuc.com" <no-reply@ssmpuc.com>

Date: May 16, 2019 at 9:57:21 AM EDT

To:

Subject: PUC Services E-Billing Subscription

You have successfully subscribed to E-Billing. Every month you will receive an email notifying you that your bill is available for online viewing.

Thank you for choosing paperless billing.