
Cannot Sign In



Issue

There are a few reasons why you can't access your account.

Resolution

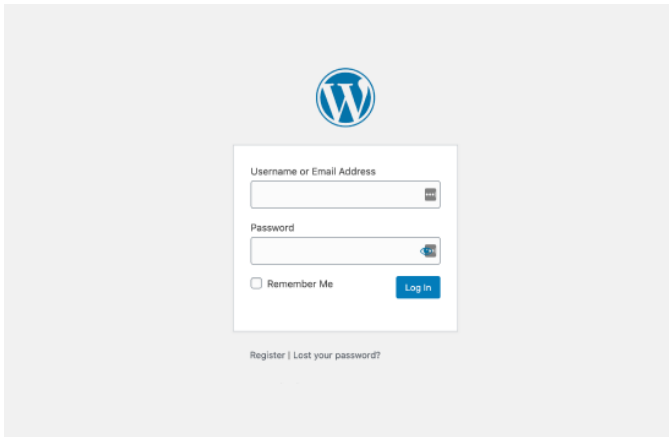
You could be using the wrong Username. Your Username is a user ID (such as "johnsmith") or an email address (such as "johnsmith@email.com"). Check your registration confirmation email to verify your username. If you can't find that email, we can send your Username to you. Go to pge.com, select Forgot Username in the Sign In section, and enter the email address you signed up with.

Agent Only

How to unlock a customer account.

1. through the agent portal go to **lockout**





2. Take down customers service ID
3. use security questions to verify user
4. Select unlock & generate new password

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You could be using the wrong password. Your password is between 6 and 32 characters long. It's case-sensitive, so be sure to enter uppercase and lowercase letters carefully. It can't include spaces or any of these symbols: % ~ < >

If you've tried to sign in with the wrong password five times, you'll be locked out of your account for 15 minutes. If you don't want to wait, select Forgot Password in the Sign In section and complete all steps.

Password Reset

Pages: 3



- **Customer Account Lookup**
 - **Password Generation**
 - **Configure Your Account**
-

Create Your Account

Make sure that you've set up an account before trying to reset your password.

Once your account is active you'll be able to access all kinds of information, including things like [locating your master meter system](#).

Yes. Log in to **Your Account**. Click Edit Profile & Alerts, then click the Set your Bill Forecast Alert button.

You can then select to turn ON two different alerts.

1. Bill Forecast Alert – Receive an alert if your monthly bill amount is projected to exceed the amount you specify.
2. High Usage Alert- Receive an alert when you are at risk of incurring the High Usage Surcharge, so you can take steps to reduce your energy usage. This alert is only available to customers that are on a rate that makes them eligible for the High Usage Surcharge.

Set up your Account

If you are a current customer or a new customer who wants to view your account online, visit our [Register Online](#) page

Set up your PowerGas account using your customer number found on the top of the Billing Statements you've received in the mail.

Customer Service

If you are still unable to reset your password, contact PowerGas at 1-800-888-0000.

