

Logging into My Account Online

1. On CenterPoint Energy's home page, select your region from the drop-down menu next to the Residential or Business links on the Natural Gas tab.
2. In the My Account Online box, enter your User ID and the password you created when registering for My Account Online, then click Login. Your User ID is your e-mail address.
3. If you forget your password, click Login Help.

Registering for My Account Online

1. Have your most recent CenterPoint Energy natural gas bill handy.
2. Select your region from the drop-down menu next to the Residential or Business links on the Natural Gas tab on CenterPoint Energy's home page.
3. Click Register for Online Account Access under Account Services or click Register in the My Account Online box.
4. On the registration page, enter your account number, including the dash, and the billing date or date mailed. This information appears on the upper right of your natural gas bill.
5. Provide a functioning e-mail address as your User ID. Confirmation of your registration will be sent to this address.
6. Create and confirm a password, which will be case sensitive, of at least eight characters.
7. Create a security question and answer, which will verify your identity if you forget your password.
8. You will receive confirmation of your successful registration in My Account Online both on-screen and via e-mail.