

Enrolling Online Billing

1. To enroll in Online Billing, you must first register in My Account Online.
2. Log into My Account Online.
3. If you forget your password, click Login Help.
4. On the Account Detail page, click View and Pay your Bill or click Learn More next to Online Billing.
5. Enter your bank information, including a valid account number and routing number.
6. Select a payment preference: either Automatic Bank Draft or manually releasing funds.
7. Enter your My Account Online password and click Enroll
8. You will receive confirmation of your successful in Online Billing Online both onscreen and via e-mail.

Paying Your Bill

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. Log into My Account Online using your e-mail address User ID and the password you created when registering for My Account Online.
3. If you forget your password, click Login Help.
4. On the Account Detail page, click Pay Now.
5. On the Online Billing page, click Pay.
6. On the Online Billing Payment page, set the payment amount for all or a portion of the amount due.
7. If you have enrolled more than one bank account, choose one from the drop-down menu
8. Schedule your payment for a specific date or pay immediately by clicking Make a Payment.
9. Click Confirm Payment, and your payment will be confirmed online and via e-mail. both on-screen and via e-mail.