



HG&E's New Online Billing System

EMPOWERING YOUR WORLD

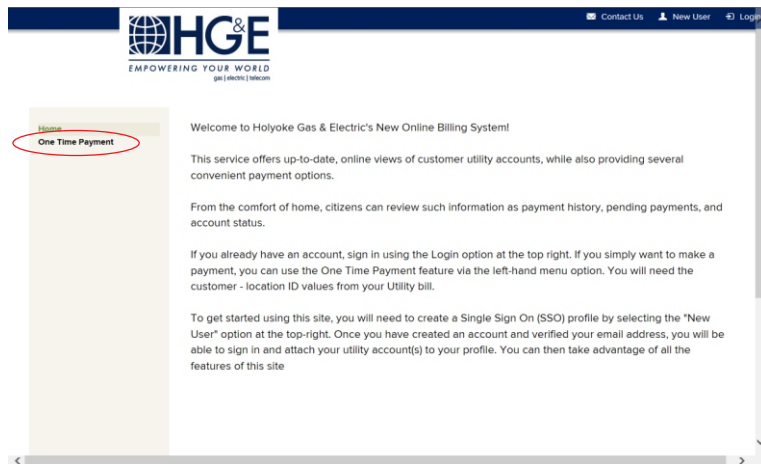
Questions? Contact (413) 536-9300 or customer_accounts@hged.com

Online payments are easy with HG&E's new online billing system, www.hged.com/payonline! Please take a moment to review this step-by-step guide.

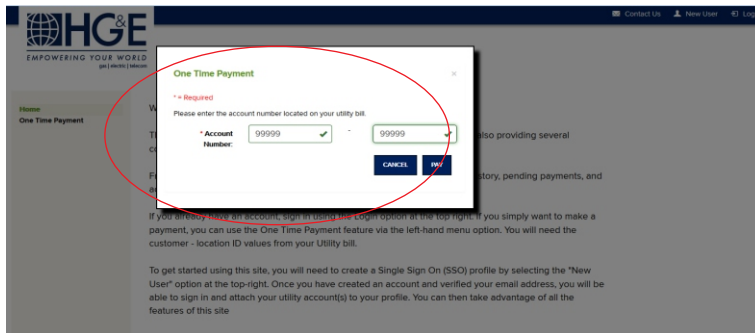
You can pay by credit (MasterCard, Visa, Discover) or debit card, or you may issue an electronic check from your checking or savings bank account. In addition, you can choose to make a one-time payment, create an account, or enroll in automatic payment (AutoPay).

One Time Payment

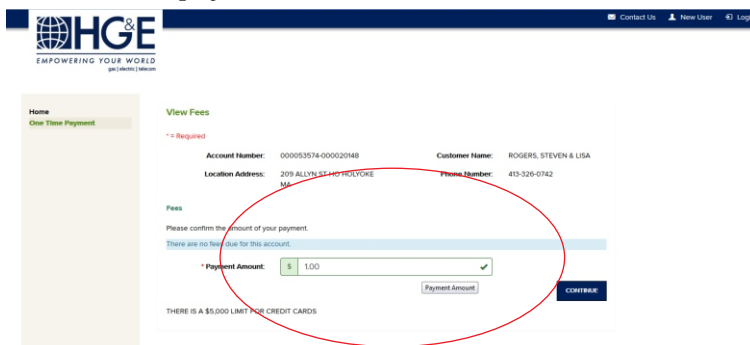
1. Visit www.hged.com/payonline and select One Time Payment in the left hand navigation.



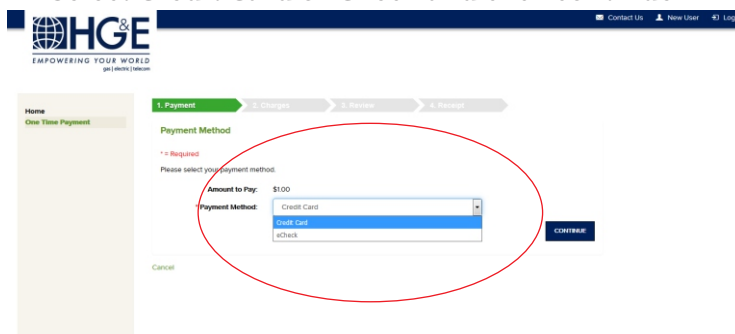
When the pop-up box appears, enter your account number and click Pay to move to the next screen.



Enter payment amount and click continue.






Select Credit Card or Check and click continue.



Enter payment information and click continue to complete.

*** = Required**

Please complete the fields below with your payment information. The cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card as it appears on your statement.

Card Details

* Card Number:

* Expiration Date:

* Card Security Code:

Cardholder Name

* First Name:

Middle Initial:

* Last Name:

Billing Address

* Address One:

Address Two:

* City:

* State:

* ZIP Code:

Payment Information

*** = Required**

Please complete the fields below with your payment information. The cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card as it appears on your statement.

Check Details

* Account Type:

* Routing Number:

* Account Number:

* Check Type:

Company Name:

Account Holder Name

* First Name:

Middle Initial:

* Last Name:

Account Holder Address

* Address:

Address Two:

* City:

* State:

* ZIP Code: