



AN ALLETE COMPANY

MY ACCOUNT

User Guide

Monitoring and paying your utility bill
just got a whole lot easier.



If you have questions, please contact customer service at
1-800-227-7957

Welcome to MyAccount

SWL&P's online utility use and payment tool.

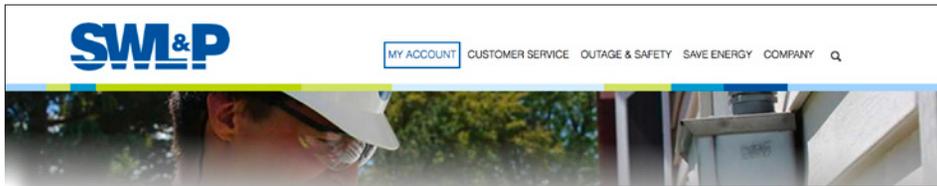
Register MyAccount

Use MyAccount to view, compare and manage your energy use, make changes to your account, and view and pay your bill.

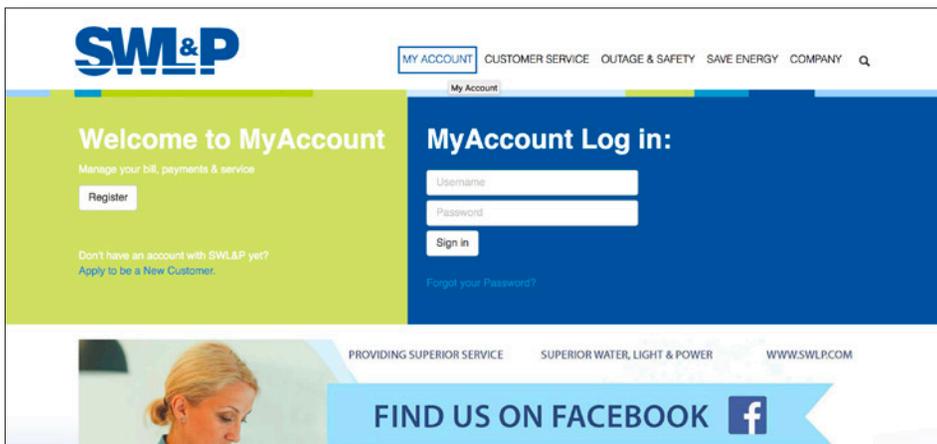
This booklet will show you how to use your home computer, tablet or smartphone to monitor your utility use, set up notifications and alerts, track events or upgrades, and set goals that affect your utility use. You can also participate in energy-saving challenges.

Let's get started!

1) Go to www.swlp.com and select **MY ACCOUNT**



2) You will need to **Register** for MyAccount



After you register the first time, you will simply **log in** with your username and password to start using MyAccount.

Information you will need to register for MyAccount:

- Last 4 digits of your phone number listed on the account
- Name on account
- Exact account number
- Email address

A screenshot of the SWL&P 'Create your account below' registration form. The form is titled 'Create your account below' and includes a 'Login' button and a 'Remember me' checkbox. The registration code field is labeled 'Registration Code (Last 4 digits of phone number)'. The password fields are labeled 'Choose Password' and 'Re-enter Password'. The secret question is labeled 'Secret Question' and the secret answer is labeled 'Secret Answer'. The email address field is labeled 'Email Address'. The bill delivery option is labeled 'Select bill delivery'. A 'CREATE ACCOUNT' button is at the bottom.

You also will be prompted to choose and enter a unique **password** for your account. A **secret question** and **secret answer** allows an alternative method of verification if you forget your password.

You will also be asked to select a **bill delivery option**.

- Email—electronic bill notification delivered by email or text
- Paper—current bill delivered via postal mail
- Email and Paper—electronic notification plus current bill delivered via postal mail.

Click on the **CREATE ACCOUNT** button and you are logged in.

If you need assistance please call **1-800-227-7957**

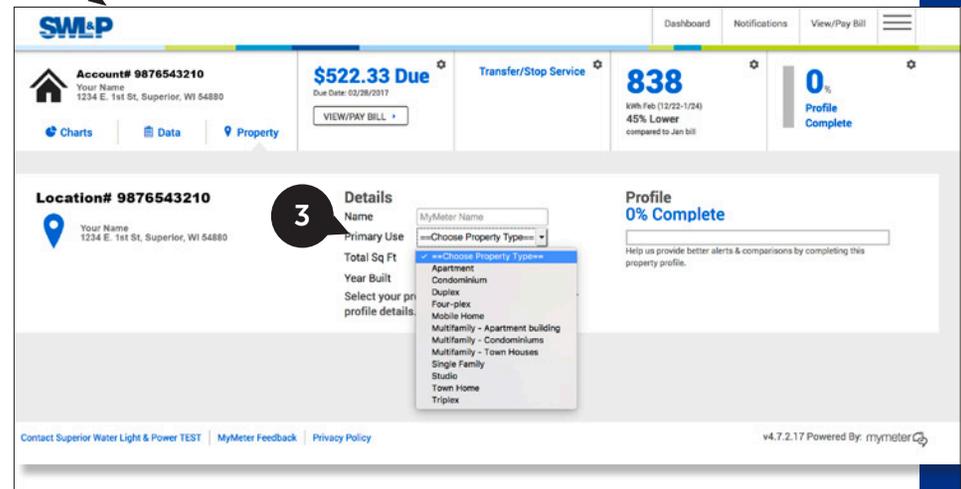
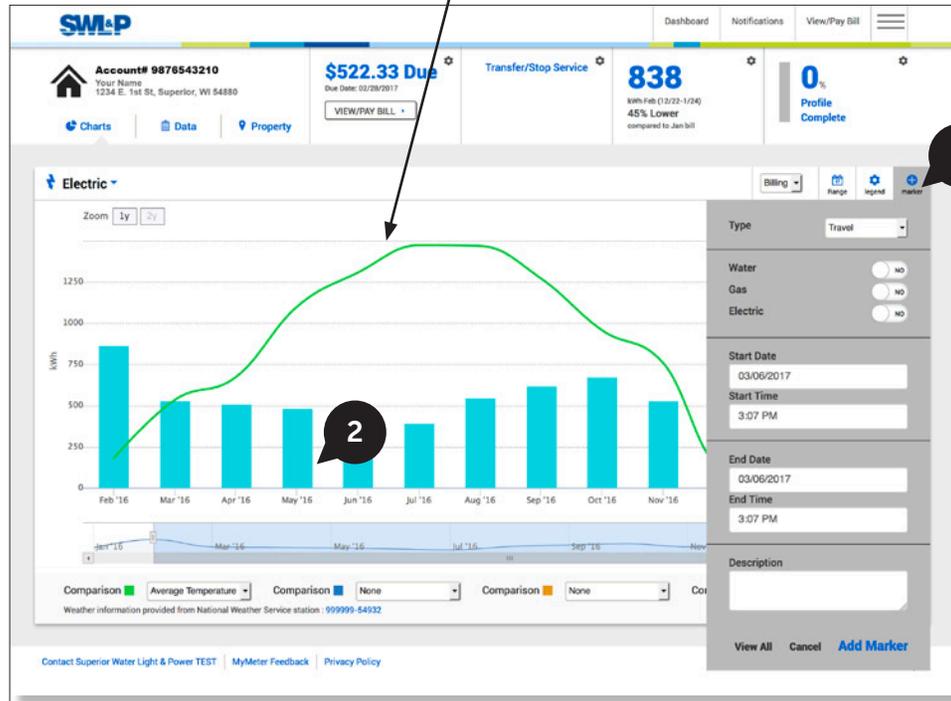
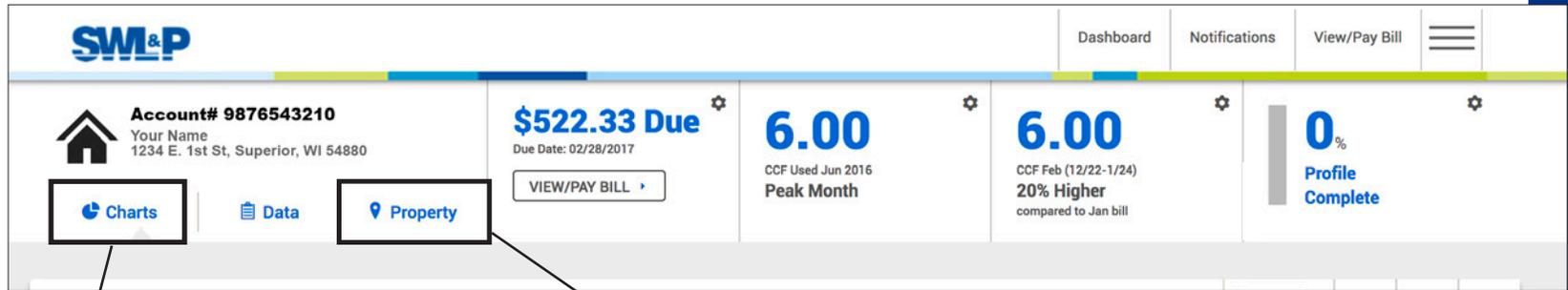
We believe you will find MyAccount to be a very intuitive tool, so feel free to click around and explore all the options.

These are some of the key information areas in this screenshot to help get you started.

- 1) Back to swlp.com website
- 2) Your account number and address
- 3) Current account balance due
- 4) View/pay bill electronically
- 5) Navigation
- 6) Forms, settings, and other payment options
- 7) Energy use graph
- 8) Utility type
- 9) Data
- 10) Contact/Feedback/Privacy Policy



MyAccount gives you as much or as little detail as you want.



1) Set markers to note events or upgrades that may impact your bill (these may be automatically set if you participated in conservation programs like rebates or a home energy analysis).

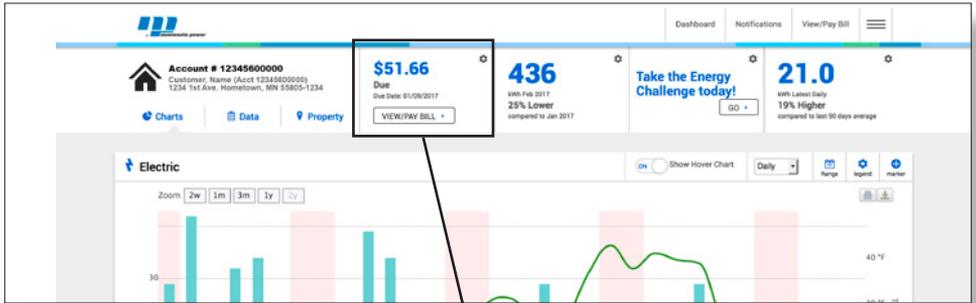
2) Energy marker on the graph.

3) Filling out the details for your property in the Property Profile section of MyAccount will help you will gain even more detailed insight into how you use electricity, gas and water, thus helping you find ways to be more efficient.

If you have multiple properties, you will have multiple account numbers and location numbers. Be sure you fill out the correct information for each.

Payment Details

Billing History page shows bills, payments and letters.
Click "View/Pay Bill" to access your Billing and Payment history.



Account # 12345600000
Customer, Name (Acct 12345600000)
1234 1st Ave. Hometown, MN 55805-1234

Amount Due: \$51.66

Bill Delivery Options
Email NO Paper YES

To pay online, click the "Pay Bill" button above. Click here to view other payment options.
Multiple Account holders: Please click the "Select Account" button above to view another account's balance or make a payment on a different account.

Date	Type	Due Date	Amount	View
3/7/2017	Payment (Thank You)		(\$130.11)	
2/21/2017	Bill	3/8/2017	\$130.11	View Bill
2/9/2017	Payment (Thank You)		(\$119.45)	
1/20/2017	Bill	2/6/2017	\$119.45	View Bill
1/9/2017	Payment (Thank You)		(\$109.20)	

Account # 12345600000
Customer, Name (Acct 12345600000)
1234 1st Ave. Hometown, MN 55805-1234

Account # 12345600001
Customer, Name (Acct 12345600001)
1234 1st Ave. Hometown, MN 55805-1234

Multiple Account holders: Please click the "Select Account" button above to view another account's balance or make a payment on a different account.

- 1) Make an online payment for selected account by clicking the "Pay Bill" button.
- 2) "View Bill" button renders a PDF copy of the bill or letter. Save or print your document as desired.
- 3) Customers with Multiple Accounts can click "**Select Account**" to view and make payments on other accounts.