

myAccount Online Customer Portal Enhancements

September/October 2020

myAccount

Introduction to *myAccount*

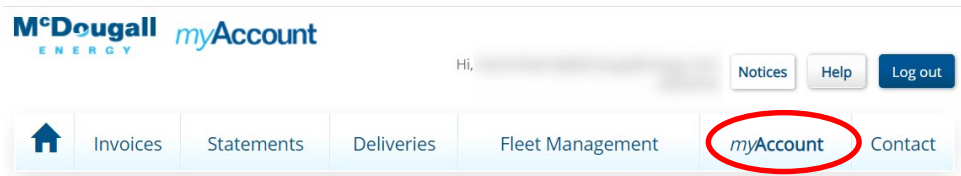
- McDougall Energy makes it easy for you to view and manage your account online, whenever and wherever you want, with our industry-leading **myAccount** online customer portal.
- Our innovative technological solutions are designed with our customers in mind, and **myAccount** online customer portal gives you peace of mind knowing you've made the best choice when choosing McDougall Energy as your fuel provider.
- Our team has made recent updates to **myAccount** with an improved look and feel, improved navigation, easy to understand menu options, and overall focus on customer experience, making it easy to find the information you need, when you need it.
- Visit myaccount.mcdougallenergy.com today to Sign In or Sign Up, and access invoices, sales orders, delivery details, review payment details, order fuel, and more!

New Look & Enhanced Features

New Navigation Menu

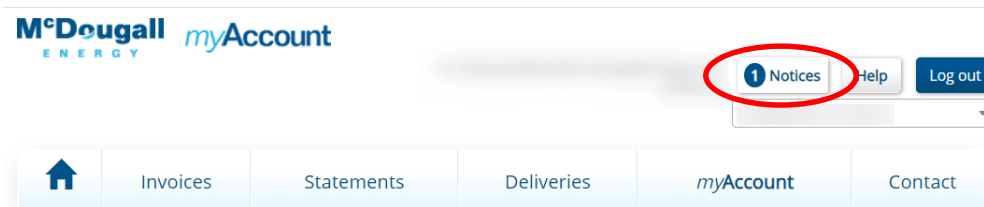
- “Home” icon
- Notices button with new/missed message alert
- New **myAccount** quick access menu header

Business Account Example

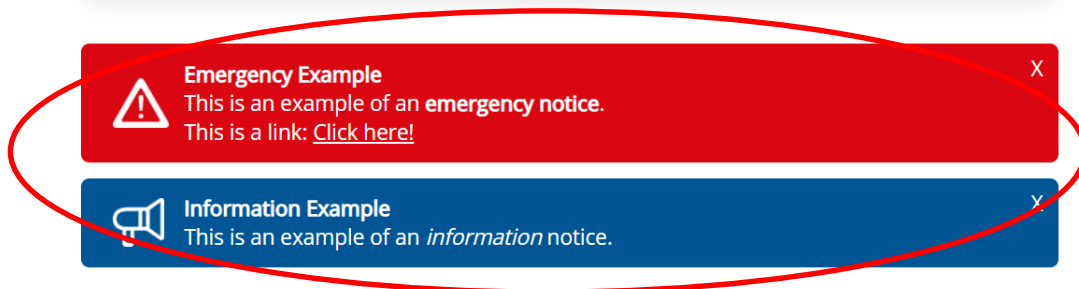


NEW **myAccount** menu header with quick access to many features

Home Heat Account Example



New Emergency Alert capability, enhanced Information Alert



Business Accounts – What’s New?

Hi, [Redacted] [Notices](#) [Help](#) [Log out](#)

[Home](#) [Invoices](#) [Statements](#) [Deliveries](#) [Fleet Management](#) **myAccount** [Contact](#)

Manage myAccount
Manage Users
Order Fuel
Payment Options
Contact Us
Help

Balance Summary

Current Balance [Redacted]

myAccount Customer Portal
Helping you make better business decisions.

NEW **myAccount** menu header with quick access to:

- Manage **myAccount** details
- Manage Users
- Order Fuel
- View Payment Options

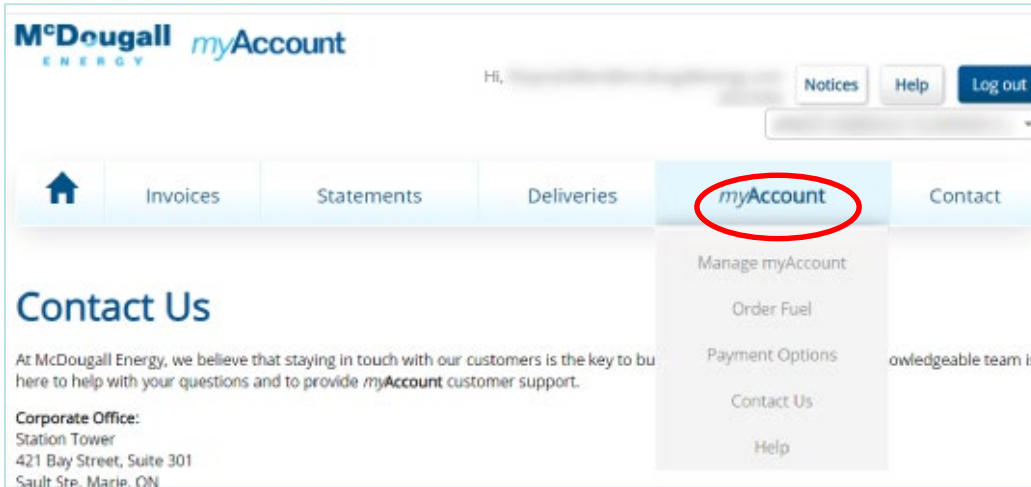
Summary Export Summary: All Current Page PDF CSV [Export](#)

Delivery #	Order #	Date	Time	Site	Quantity (L)	Delivery Type	Print
2007708		2020-06-17	11:24 PM - 1:03 AM		3,114.6	W2W	i Print
2007715		2020-06-17	1:41 AM - 2:02 AM		1,922.9	W2W	i Print
2007716		2020-06-17	1:15 AM - 1:40 AM		5,250.0	W2W	i Print
2008366		2020-06-17	12:03 PM - 12:12 PM		1,702.4	W2W	i Print
2008377		2020-06-17	12:13 PM - 12:25 PM		2,192.0	W2W	i Print

New Type of Delivery

- Wheel-to-wheel (W2W)
- Bulk

Home Heat Accounts – What’s New?



NEW **myAccount** menu header with quick access to:

- Manage **myAccount** details
- Order Fuel
- View Payment Options

Homepage Visual

- Automatic Delivery vs. Call-In Customers

Automatic Delivery

Balance Summary

Current Balance

\$422.35

Payment Due: Past Due

RECENT ACTIVITY	
Balance Forward	\$422.35
New Charges this month	\$0.00
Payments Received	\$225.00

[See More](#)

[Order Fuel](#) [Payment Options](#)

Estimated Fuel Level

(Automatic Delivery customers only)

Estimated fuel remaining at this location:
455.16L

Fuel Last Delivered:
April 23, 2020

Choose location from drop down list below:

Remaining: 63%

Call-In Delivery

Estimated Fuel Level

(Automatic Delivery customers only)

Switch to automatic delivery by [contacting us](#) or calling 1 (800) 461-0512 and start monitoring your estimated fuel levels today!

Choose location from drop down list below:

Learn more about *myAccount*

- Contact your Territory Manager today for a demonstration of *myAccount*.
- Business Customers: [Click here](#) to learn more about how *myAccount* helps you make better business decisions
- Home Heating Customers: [Click here](#) to learn more about *myAccount* for your home heating products and services from McDougall Energy