CEC Online Instructions: Open CEC Online by following the links at www.cordovaelectric.com

1. Click the blue "Register" button to create your CEC Online account.
2. Follow the instructions to create your username and password.
   1) Password must include capital and lowercase letters, a digit, a special character, and be 7 – 30 digits long.
      - Username and password will be needed for login in the future.
   2) Click the blue "Register" button to complete registration.
3. Add an electric account (if not automatically prompted select the **"ADD UTILITY ACCOUNTS"** tab in the header).
   1) The account number is a 4 or 6 digit number on the top right corner of the electric bill.
   2) The meter number is an 8 digit number on the body of the electric bill.
   3) Click the blue "Continue" button to complete adding accounts.
   o To associate multiple accounts with this username, repeat the steps above.

- ❖ **Go Paperless** by selecting the **"ALERTS"** tab in the header.
   1. Check the box next to the notification and enter an email address to sign up for email alerts.
      - It is recommended that customers sign up for all notifications.
   2. In the Statement Available notification box select "Electronic Only" to go paperless.
   3. Click the blue "Update" button to save the alert settings.
   o If multiple accounts are associated with the username, use the Account Selection drop down box to sign up for alerts on each account.
- ❖ **View Statements** by selecting the **"FINANCIAL"** in the header.
   1. A statement and payment history will be displayed. Click the blue "Text" link to view a copy of the statement, or the blue "Receipt" link to view a copy of the receipt.
   o If multiple accounts are associated with the username, use the Account Selection drop down box to view information for each account.
- ❖ **Pay bills** by selecting either the **"HOME"** or **"FINANCIAL"** or **"SERVICES"** tab in the header.
   1. Click the blue "Pay Now" button to be directed to a secure third-party payment platform.
   o If multiple accounts are associated with the username the balance information displays the sum of all accounts.
- ❖ **View usage** by selecting the **"SERVICES"** tab in the header.
   1. In the Services section click the blue "View" link on the service for usage
   2. The screen will refresh to show the active and inactive meters under that service. Click the blue "View" link next to the meter you wish to view.
      - The page will refresh to display usage graphs.
   o If multiple accounts are associated with the username use the Account Selection drop down box to view each account.
- ❖ **Contact CEC** by selecting the **"CUSTOMER SERVICE"** tab in the header.
   1. Select from the list of customer service programs. A description of each program can be displayed by clicking the blue links.
      - Click the blue "Form" or "Enroll" or "Start" button to start a request.
   o If multiple accounts are associated with the username use the Account Selection drop down box to view/enroll for services on each account.