

# GO PAPERLESS & SET UP A NEW CUSTOMER PORTAL ACCOUNT

**1.** Head over to the My Festival Hydro portal at [MY.FESTIVALHYDRO.COM](https://my.festivalhydro.com) and click on the “Register Now” button.

Enter your email address in the spaces provided and create a password for your account.

**2.** Once you have filled in all the information requested, click on the “**Create**” button. After you click create, an email will be sent to the email address you provided for verification purposes.

**3.** Log in to your email and open the verification email from Festival Hydro.

Click on the link to confirm your registration.

You will now be able to log in to your newly created account.

Head back over to [my.festivalhydro.com](https://my.festivalhydro.com) and enter your email address and the password that you entered while creating your account.

Click “**Activate My Web Account**”.

**4.** Now it’s time to verify your account information to complete the account setup. You will be asked for:

- *Your Account Number (with hyphen);*
- *Postal Code (include the space); and,*
- *Your meter number.*

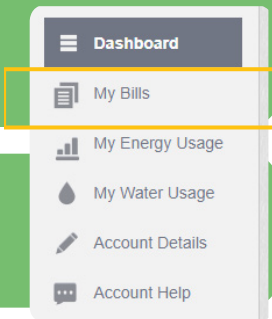
Select paperless billing by ensuring that the “Yes” box is checked next to that option. Click the checkbox next to the other two acknowledgements and click “**Confirm**”.

You are on your way!

# ALREADY HAVE A MY.FESTIVALHYDRO.COM ACCOUNT? SELECT THE PAPERLESS BILLING OPTION!

1.

Go to [MY.FESTIVALHYDRO.COM](https://my.festivalhydro.com) and log into your Festival Hydro customer portal account.

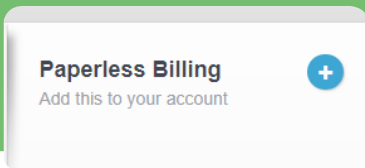


2.

On the left side of the screen select "**My Bills**" from the menu.

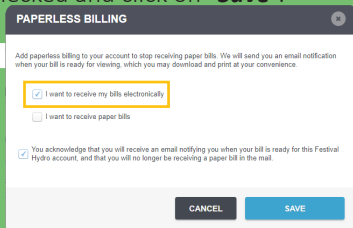
3.

Look to the right side of the screen and click the white "+" in the blue circle next to "**Paperless Billing**".



4.

A pop up will be displayed. Make sure that the box next to "**I want to receive my bill electronically**" is checked and click on "**Save**".



5.

A confirmation checkbox will appear in the pop up.

Ensure that it is checked and then click "**Save**".

6.

You will notice that the paperless billing section on the "**My Bills**" screen has updated to look like this:

