Introducing your NEW Customer Portal!

You'll like our convenient payment options and easy account management tools. Pay from home, your smart phone or tablet with the new Customer Portal and Mobile App!

Our contactless options allow you to securely:
- Pay your bill anytime and anywhere
- Monitor your utility usage
- Receive important notifications and alerts
- Set up Autopay
- And more!

Quick and simple – DOWNLOAD the Mobile App
Now you can pay from anywhere, anytime and manage your account with the new Mobile App. Simply scan the Mobile App QR code at right, install the app and follow the prompts. It's easy!

Mobile App

Safe and Secure – Peace of mind for you
You can be assured that transactions through the Customer Portal adhere to the latest Payment Card Industry Data Security Standard. Your information is secure and your identity protected when doing business through the Customer Portal or Mobile App.

SIGN UP – It's easy to manage your account!
Have your new 12–digit account number handy. It is printed on the top right of your bill. You can easily set up your User ID and password by following the steps below.

Follow these steps to enroll:
- Scan the Customer Portal QR code at right OR
- Go to https://okolonaed.com
    – Click on the Customer Portal image OR
- Go to https://www.cityofokolona.com
    – Click "Departments" and select "Okolona Electric Customer Portal"
- Select "Sign Up" and fill in the information to create your account.
    – You will need your account number. If you have not received your new account number, please enter your Customer ID Number.
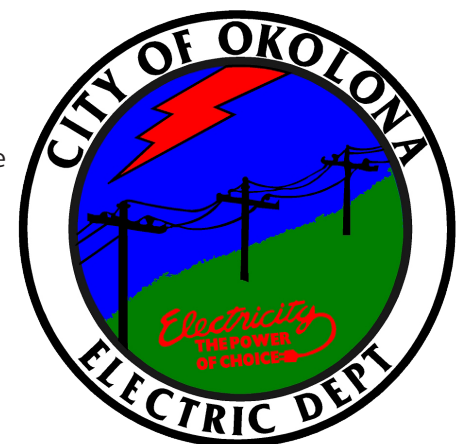

Customer Portal

Okolona Electric's Customer Portal or Mobile App are the **only official ways** to pay your utility bill online. If you pay through a third party, the funds do not come directly to Okolona Electric and can result in a late payment or disconnection.

Avoid missed payments – SIGN UP for Autopay
When you enroll in Autopay, your bill will be paid on your due date.
To enroll in Autopay:
- Log in to the Customer Portal
- Select "Make A Payment"
- Select "Enable Autopay"
- Complete the prompts and your Autopay enrollment is done!

Questions and Answers about the Customer Portal and Mobile App

Q. **Why should I use the Customer Portal or Mobile App to pay my bill?**

A. We have set up these new payment methods for you because they are easy to use, secure and convenient. Our new Customer Portal and Mobile App provide services that customers find helpful, such as Autopay enrollment and bill images. You do not need to leave your home to manage your utility account, check your balance or due date, or pay your bill.

Q. **How do I know my information is safe?**

A. You can be assured that transactions through the Customer Portal and Mobile App adhere to the latest Payment Card Industry Data Security Standard. Your information is secure and your identity protected when doing business through the Customer Portal or Mobile App.

Q. **What is the Mobile App?**

A. Okolona Electric's Mobile App enables you to manage your account right from your smart device, anywhere, anytime. The app is secure, easy to get and simple to use. All you need to do is scan the Mobile App QR code below and your device will display the Apple or Google Play app that was developed for your operating system.

Once the app is downloaded and installed on your device, you will see a welcome screen that allows you to log in or sign up for the Customer Portal. You will need to sign up the first time you use the portal and create your login credentials for the next time you want to use the portal.

Q. **How do I find the Customer Portal?**

A. There are 4 simple ways to get to the Customer Portal. You can:

1. Go to https://okolonaed.com and click on the Customer Portal image.
2. Scan the Customer Portal QR code below using your smart device. The portal sign-up page will load for you. Select "Sign Up" to enroll.
3. Go to our website at https://www.cityofokolona.com and click "Departments" and select "Okolona Electric Customer Portal".
4. Scan the Mobile App QR code below. When the app comes up on your screen, click "Install" (Google Play) or "Get" (App Store.)

Q. **What do I need to sign up for the Customer Portal?**

A. You will need your new 12-digit account number to register in the new Customer Portal. This 12-digit number is found in a box on the top right of your bill. If you have not received your new account number, please enter your Customer ID Number. Select "Sign Up" on the Customer Portal, enter the number and click "Continue."

Next you will see a screen to set up your account. Once you have completed and submitted this form, you will receive an email indicating that your account has been activated. You are now ready to check your bill, review your statements, monitor your utility usage and make payments.
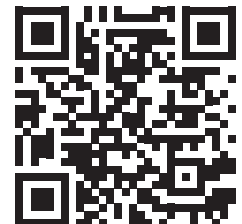
Q. **Are there other ways I can pay my Okolona Electric bill online?**

A. No, Okolona Electric's Customer Portal and Mobile App are the only official ways to pay your utility bill online. If you pay through a third party, the funds do not come directly to Okolona Electric and can result in a late payment or disconnection.

Sign Up Today!

Mobile App

Customer Portal