

ONLINE ACCOUNT ACCESS

If you are a PREPAID residential customer you know how important it is to know how to track your usage. Logging into your account online can help monitor your usage. Just visit www.vitalpowertexas.com and go to My Account to log in.

VITAL POWER

Call us Free: 844-227-2649 | email: customerservice@vitalpowertexas.com

ABOUT RESIDENTIAL ELECTRICITY ENERGY INFORMATION HELP CENTER TEXT US LIVE CHAT MY ACCOUNT

Vital Power gives you the ultimate choice of low variable and fixed rate plans. Why are we different? We offer the same rate, terms and fees whether you choose tradition post-paid billing or the new and very popular pre-paid options.

Get your life back to full power.

Pre-Paid Plans Post-Paid Plans

Prepaid vs. Postpaid
Understanding the difference between electric options can be tricky. We've spelled it out for you.

Refer-A-Friend
Earn some extra spending money or energy credits by sending your friends to Vital Power.

Customer Support
We provide superior customer support committed to helping you.

Account Management
Easily manage your account thru our online account management portal.

Getting into our MY ACCOUNT application will require you to register now. All you need is the email associated with your account to start. Your account must have an email address registered with it in order for this feature to work. To add your email you can text 61959 with your account number, you can email 844-674-4825 customerservice@vitalpowertexas.com to add the email address or you can call our customer service department at 844-669-7697 any time Monday – Friday 7am-7pm CST; 8am-5pm Sat; or 9am-1pm Sun CST.

My Account
Easy Account Management

Account Log In

Username
Password
LOGIN
Forgot Your Password | Register Now

New User?
Register Now too:
View your usage
View your payment history
Update your account information

Security Information: For your protection, this site uses advanced methods to provide secure transactions. Our secure server software encrypts information, ensuring that Internet transactions stay private.

OVERVIEW TAB

Once you are registered, you will find the following:

1. Account balance
2. Last payment
3. Service address
4. Average daily usage in kWh
5. Average daily usage in a dollar amount
6. Graph of usage



Call us Free: 844-674-4825 | email: customerservice@vitalpowertexas.com



OVERVIEW PAYMENT CENTER ACTIVITY PROFILE ESPAÑOL CLOSE

Account Overview

Account Financial Status

Account Status	Active
1 Account Balance	\$ 23.17
2 Last Payment Amount	\$ 20.00
Active Deferred Payment Plan?	No
Next Payment Arrangement Due	

Account Overview

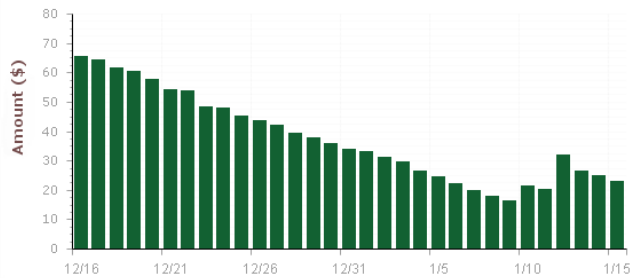
Account Number	3000015
Name	
Address	
Days Remaining*	6
5 Dollars Remaining	\$ 23.17
4 Avg. Daily \$ Usage	\$ 2.07
Avg. Daily kWh Usage	16.08 kWh
*Estimated based on last reading	

Current Meter Status

Service Location: [Redacted] **3**
Service Location Status: Active
Meter Status: Meter ON

Account Balance

12/16/2015 To 1/15/2016

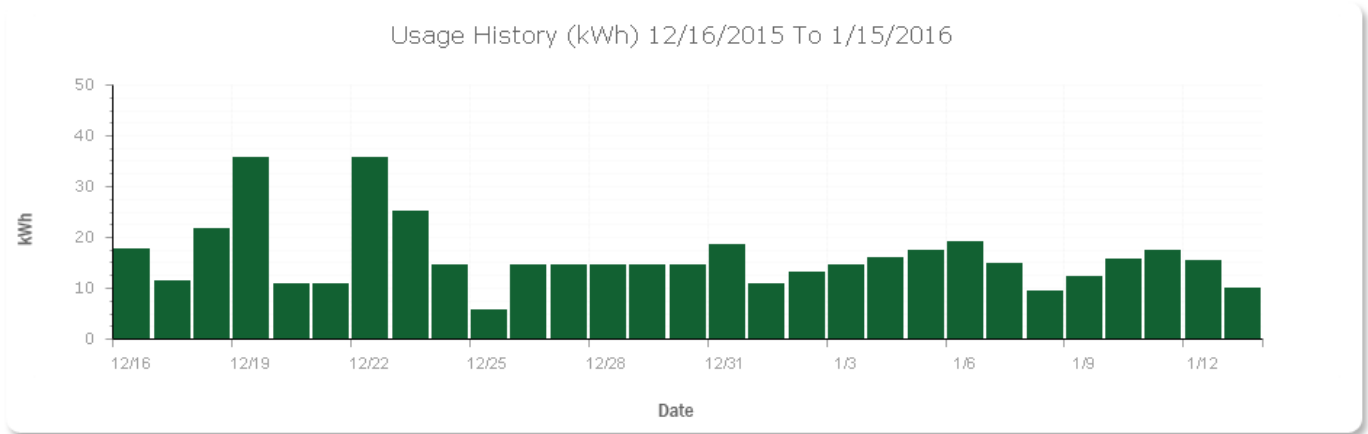


Once you click search, the data will show! For example: If you searched your payment history from the date 11/7/2015 to 12/7/2015, something like this would appear.

Account Activity

Account Activity From To

Payment History SEARCH



Read Day	Usage	Usage \$
12/16/2015	17.696	1.57
12/17/2015	11.316	1.01
12/18/2015	21.763	1.94
12/19/2015	35.72	3.18
12/20/2015	10.744	0.96
12/21/2015	10.845	0.96
12/22/2015	35.72	3.18

A very important part of the activity tab for prepaid customers is the communication history. When you select this option with the drop down arrow you are able to view all of the past notifications you have received. These are the texts we send you as reminders about payments.

Account Activity

Account Activity **Communication Histor** ▼ From

Date/Time	Channel	Recipient	Communication Type	Text
1/15/2016 12:45:58 PM	SMS Text	[REDACTED]	Daily Notification prepay	Vital Power: 3000015 has an available balance of: \$13.17. Your average usage per day is: \$2.07 and your estimated days remaining is: 6 day(s). Click https://vital-myacct.smartgridcis.com/ to pay or call 844-227-2672 to pay.
1/15/2016 5:01:12 AM	SMS Text	[REDACTED]	Energy Alert	Vital Power Customer, you have approximately 7-6 days of energy usage on your account. 3000015. Your balance amount DOES NOT include the last 2 days of power consumed. If your usage has increased recently, you could be subject to disconnection sooner than the time frame provided. This is your notice to make a payment and avoid any service interruptions. To make a payment you can call our automated payment line at 844-227-2672, or go to http://www.vitalpowertexas.com/ and use the My Account feature. Or you may click on the following link to locate a payment center near you http://www.vitalpowertexas.com/payment-centers/ . You may also text all your questions to 61959. Thank you!
1/14/2016 12:45:56 PM	SMS Text	[REDACTED]	Daily Notification prepay	Vital Power: 3000015 has an available balance of: \$14.93. Your average usage per day is: \$2.10 and your estimated days remaining is: 7 day(s). Click https://vital-myacct.smartgridcis.com/ to pay or call 844-227-2672 to pay.

PROFILE TAB

Hate your password? Go ahead and change it! The profile tab will allow you to edit your personal information as well as change your password.

To change your password:

- 1) Type in your current password into the "current password" box.
- 2) Type in your desired password to the box "new password" and the "confirm new password" boxes
- 3) Click update!

Account Profile

Mailing Address

*Street #	*Street name	Unit
<input type="text"/>	<input type="text"/>	<input type="text"/>
*City	*State	*Zip Code
<input type="text"/>	TEXAS <input type="text"/>	<input type="text"/>

Update

Online Account Details

*Email Address	*Retype Email Address	
<input type="text"/>	<input type="text"/>	
*Current Password	*New Password	*Confirm New Password
<input type="text"/>	<input type="text"/>	<input type="text"/>

1

2

3

Update

Communication Preferences

*Mobile Phone	Home Phone
<input type="text"/>	<input type="text"/>

I would like to receive my communications in:

My preferred contact method is:

- E-Mail
- SMS Text

Update