

Getting Started With Paperless Billing

If you do not have an account on the Festival Hydro customer portal:

First you will need to set up an account for the customer portal.

1.

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

REGISTER FOR MYFESTIVALHYDRO

24/7 access to your billing information, consumption data and more.

REGISTER NOW

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.

ONLINE ACCOUNT REGISTRATION

Thank you for choosing our online option. *required

Email Address* Retype Email Address*

Create Password* Retype Password*

An email with a verification link will be sent to the provided email address. You must click on the link to finalize your account creation.

CLOSE CREATE

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

3.

Click on the link to confirm your registration.

WELCOME TO MYFESTIVALHYDRO

ACTIVATE MY WEB ACCOUNT

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

Head back over to my.festivalhydro.com and enter your email address and the password that you entered while creating your account.

4.

Click "Activate My Web Account".

Now it's time to verify your account information in order to complete the creation of your portal account.

This is where you can select paperless billing by ensuring the "Yes" box is checked next to "Paperless Billing".

Click confirm and you're on your way!

ONLINE ACCOUNT REGISTRATION

Customer Information *required

Please click on **i** to learn more about required registration fields.

Account Number* **i**

Postal Code* **i**

Electricity/Water Meter Number* **i**

Paperless Billing* Yes No

You acknowledge that you will receive an email notifying you when your bill is ready for the applicable Festival Hydro account that you have registered and that you will no longer receive a paper bill in the mail.

You acknowledge that depending on timing you may still receive one more paper bill after opting in for paperless billing.

CONFIRM