

SETTING UP AN ACCOUNT AND USING eCARE

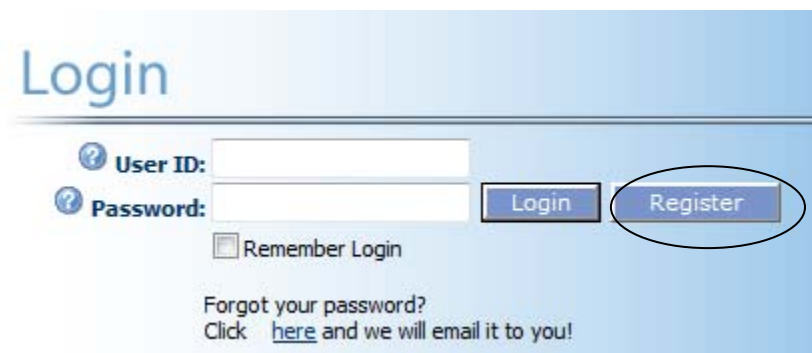
Account Setup

Before you can get started with eCare, you need to create your online account.

Click on the eCare logo at the bottom right-hand side of the Woodstock Hydro website main page:



Select **Login** from the bottom right-hand side of the main eCare window, and then the **Register** option on the next screen.



The screenshot shows the 'Login' page. It features a blue header with the word 'Login' in white. Below the header, there are two input fields: 'User ID:' and 'Password:'. To the right of the 'Password:' field are two buttons: 'Login' and 'Register'. The 'Register' button is circled in black. Below the input fields, there is a checkbox labeled 'Remember Login'. At the bottom, there is a link for 'Forgot your password?' with the text 'Click [here](#) and we will email it to you!'.

Registration Detail Window

On the detailed registration window, enter the following:

- User Name
- First Name
- Last Name
- Display Name
- Email Address
- Password
- Security Code (enter the code values displayed on the screen)
- Account Number (this will be a series of numbers, followed by a dash, and then two more numbers – please call our office if you have any difficulties locating your account number on your bill)
- Full Name (as it appears on your bill)
- Postal Code
- Meter Number (this information can be found on your bill – it is a 10-digit number, and begins with the letter “P” or the letters “WHS”).

Select REGISTER – and you will immediately be logged in to eCare.

Enrol Today for Paperless Billing!



1. From the menu on the left-hand side, select “E-Bill Sign Up”
2. Select the **E-Bill Only** option to only receive an email that your bill is ready for viewing. Note – you can change your email address at any time using the “Change E-mail” feature at the top of the menu bar). Select “Both” to receive an email notification as well as a paper copy – *please consider selecting E-Bill Only to save both the environment and postage and mailing costs.*
3. Please add ebilling@woodstockhydro.com to your “Safe Senders” list to ensure that you receive your bill notifications.

Billing History Page

1. Select the desired year to see all bills for that year
2. View all bills generated in that year on a line-by-line basis, and select “View Bill” for any line to see a detailed bill (which you can print, as needed)
3. Download billing data to Excel
4. Use the chart view at the bottom of the screen to monitor trends

Service Information

This window will break down your most recent bill into the various elements – Electricity, Sewer, Water, and Miscellaneous charges. It will also provide your last payment date and amount.

Deposit

If you presently have a deposit with Woodstock Hydro, this information will be displayed here.

Pre-Authorized Payments

If you are on a pre-authorized payment plan with Woodstock Hydro (with or without establishing a fixed amount per month), the information will be displayed here.

Transaction History

Select the year and view all transactions that occurred on your account throughout the year (bills, payments, other charges)

Meter Reading History

Select a service (Water, Electric) and the desired Year to see read details about your electric and water meters.

Usage History

Use this feature to see your electricity usage history and compare it to other homes on your street.

Make a Credit Card Payment

Use this option to connect to Woodstock Hydro’s credit-card payment website.

Online Forms

Various often-used forms are available from within eCare, including adding your spouse/partner’s name to your account, enrolling in or cancelling your participation in the pre-authorized payment program, changing your due date (to the 1st or 20th of the month) and a link to our current rates.