

Hello,

Over the past couple of weeks we have heard from many of your residents asking for more ways to pay their Oates Energy bill. We want you and your residents to know that we listened. Bill Pay is available again, so residents who prefer to pay through their bank or credit union's online bill pay service can set that up starting today.

There is one important detail residents need to get right: they must use their new Oates Energy account number when adding us as a payee. Payments sent with an old account number may be delayed or applied incorrectly, and that usually turns into a call to your office.

We want to make sure every resident hears this, and we know you have a more complete resident email list than we do. Please send the announcement below to your residents on our behalf. It is written and ready to go, so nothing needs to be edited, and it should take about five minutes:

1. Open a new email and use this subject line: *Bill Pay Is Available Again: Use Your New Oates Energy Account Number*
2. Scroll down to the announcement below. Start selecting from the bottom, not the top. If you start at the banner, your mouse will drag the image instead of highlighting it. Click and hold right after the last word of the gray footer ("billing account."), then drag upward until the entire announcement, including the Oates Energy banner at the top, is highlighted. Release the mouse and copy (Ctrl+C on Windows, Cmd+C on Mac).
3. Paste it into the body of the new email.
4. Add your residents' email addresses in the BCC field so their addresses stay private, and send.

If it is easier for you to send us your resident email list so we can send it ourselves, just reply and let me know.

Thank you for helping us reach everyone,

Kely Somers



Dear Resident,

Great news: Bill Pay is available again! Many of you asked for the option to pay your Oates Energy invoice through your bank or credit union's online bill pay service, and we listened. We are glad to bring this option back and give you one more convenient way to pay, with no transaction fee. Whether you like to schedule payments ahead of time or simply prefer paying through your bank, you can now add Oates Energy as a payee and pay on your own terms.

Before You Set Up Bill Pay

Please complete these three steps so your payment is applied to the correct account:

1. **Create your account on the new Oates Energy Resident Portal.** Step-by-step instructions are below.
2. **Locate your new Oates Energy account number.** Your account number changed with the portal upgrade, so please do not use an older number.
3. **Enter your new account number when adding Oates Energy as a payee** in your bank or credit union's bill pay service.

Important: Payments sent with an old account number may be delayed or applied incorrectly. Using your new account number ensures your payment is identified and posted to your account.

Thank you for your patience during this transition. We are continuing to expand the ways you can view and pay your bill, and we appreciate you being an Oates Energy customer.

Need to set up your portal account, AutoPay, or eBill? Follow the steps below.

Create an Account (in the upgraded Portal)

1. Visit our [Oates Energy Resident Portal](#)
2. Enter your Name, Email, and Password
3. Click "Use Bill Details"
4. Enter your Invoice Number (on invoice), and Amount Due (on invoice)
5. Check the "I have read and agree to the Terms and Conditions" box
6. Click the "Sign Up" button (this sends a verification email)
7. Find the verification email and click the "Verify Now" link
8. You can now log into your portal

Enroll in AutoPay

1. Visit our [Oates Energy Resident Portal](#)
2. Navigate to the Manage Payment Methods page.
3. Add a Payment Method and enter your Credit/Debit Card or eCheck information
4. Under the "AutoPay Using" section, select the payment method you want to use.

Enroll in eBill

1. Click the "Opt-in to paperless billing" button (near the top-left corner): Your eBill will originate from "DoNotReply-OatesEnergy@omniware.com" and contain a pdf attachment of your invoice.

Sincerely,

Oates Energy

904-242-0075

Oates Energy

Phone: [904-242-0075](tel:904-242-0075) • www.oatesenergy.com

You are receiving this message because you are an Oates Energy account holder. This is an important service update regarding your billing account.



Kely Somers Customer Success Manager

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