

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.acaciaenergy.com and click on the 'My Account' link to log in.

The screenshot shows the Acacia Energy website homepage. At the top right, there are two buttons: "FIND A PAYMENT CENTER" and "MY ACCOUNT". A red arrow points to the "MY ACCOUNT" button. Below the navigation bar is a large banner for a "POWER BONUS" featuring a hand holding a lightbulb. The banner text says "Get \$50 Free Instantly!" and "Plus, get up to \$10 in FREE energy every time you load your account!". There are also buttons for "View Plan" and "Power Bonus Details". To the right of the banner is a sidebar with several service options: "Interactive Text", "LIVE CHAT", "Exclusive Electricity Promotions", and "EMAIL SUPPORT". At the bottom of the page, there are two green boxes: "Residential Electricity Plans" and "Government Discount Program".

Getting into the 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 customerservice@acaciaenergy.com to add the email address or you can call our customer service department at 877-997-2946 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](#)

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.

New User?

[Register Now](#) to:

- [View your usage](#)
- [View your payment history](#)
- [Update your account information](#)

OVERVIEW TAB

Once you're 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

Account Overview

Account Financial Status

Account Status	Active
1 Account Balance	\$ -209.71
2 Last Payment Amount	\$ 20.00
Active Deferred Payment Plan?	No
Next Payment Arrangement Due	

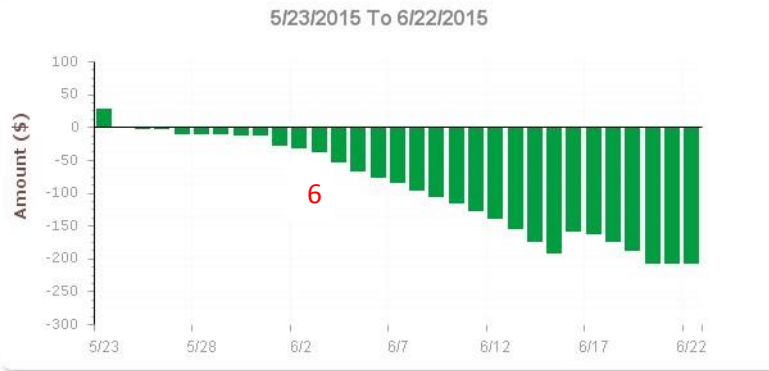
Current Meter Status

Service 3 ation:	[REDACTED]
Service Location Status:	Active
Meter Status:	Meter ON

Account Overview

Account Number	[REDACTED]
Name	[REDACTED]
Address	[REDACTED]
Days Remaining*	0
Dollars Remaining	\$ -209.71
5 Avg. Daily \$ Usage	\$ 8.28
Avg. 4 kWh Usage	54.41 kWh
*Estimated based on last reading	

Account Balance



ACTIVITY TAB

Did you know that you can view your usage history, communication history, payment history, and billed statements? Well you can! That is exactly what the activity tab is for.

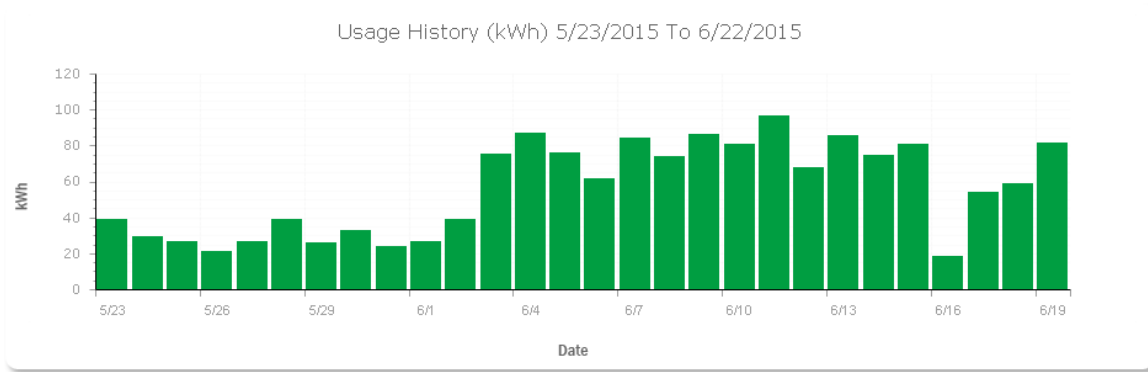
- 1) Use the drop down arrow to choose what time of account activity you wish to view.
- 2) Select a time frame in which you want to view that activity's data.
- 3) Use the drop down arrow for the time interval.
- 4) Click search!

Account Activity

1 **Account Activity** **From** **To** **Time Interval** **SEARCH** 4

Usage History 5/23/2015 6/22/2015 Daily

2 3

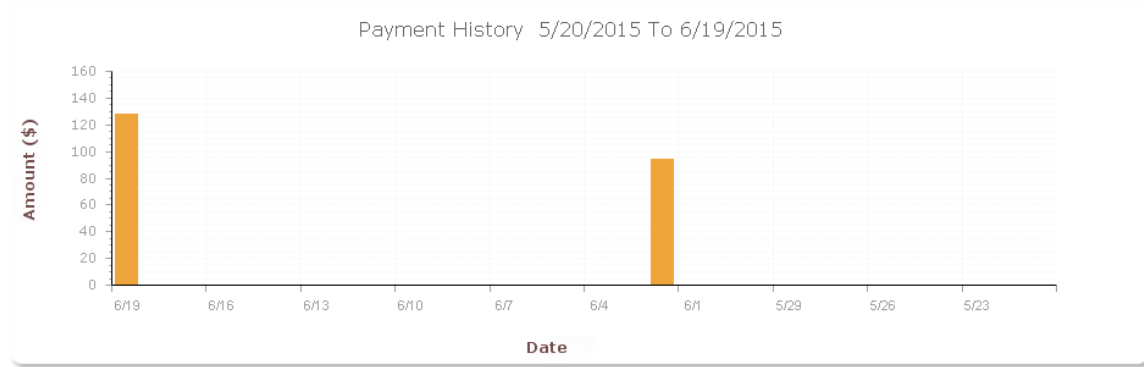


Read Day	Usage	Usage \$
05/23/2015	39.23	4.76
05/24/2015	29.686	3.6
05/25/2015	26.93	3.27
05/26/2015	21.024	2.55
05/27/2015	27.028	3.28
05/28/2015	39.372	4.78
05/29/2015	25.863	3.14

Once you click search, the data will show! For example: If you searched your payment history from the date 5/20/2015 to 6/19/2015, something like this would appear.

Account Activity

Account Activity
Payment History



Transaction Date	Type	Description	Amount	Balance
6/19/2015 9:17:06 AM	Payment	Credit Card - Confirmation 031710	127.60	0
6/2/2015 1:41:23 PM	Payment	Credit Card - Confirmation 014114	94.57	0

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 From To SEARCH

Date/Time	Channel	Recipient	Communication Type	Text
6/17/2015 1:38:02 PM	SMS Text	[REDACTED]	Ad-Hoc	Please contact Acacia Energy as soon as possible for assistance at 844-443-0411. Thank you.
6/17/2015 7:53:27 AM	SMS Text	[REDACTED]	Ad-Hoc	Please contact Acacia Energy as soon as possible for assistance at 844-443-0411. Thank you.
6/16/2015 11:00:44 PM	E-Mail	[REDACTED]	Ad-Hoc	To Whom It May Concern, Please see attached for your requested account summary. Regards
6/16/2015 7:12:56 PM	SMS Text	[REDACTED]	Energy Alert	Acacia Energy: [REDACTED] has 0 days remaining. Please make sufficient payment to avoid disconnection or to reinstate service if disconnection has occurred. Your current account balance is -241.31. Acacia Energy suggests you make a payment of no less than \$25 plus any negative account balance. To make a payment you can call our automated payment line at 844-443-0413, or click on https://acacia-myacct.smartgridcis.com/ to make a payment on line. Thank you.
6/15/2015 7:08:12 PM	SMS Text	[REDACTED]	Energy Alert	Acacia Energy: [REDACTED] has 0 days remaining. Please make sufficient payment to avoid disconnection or to reinstate service if disconnection has occurred. Your current account balance is -192.46. Acacia Energy suggests you make a payment of no less than \$25 plus any negative account balance. To make a payment you can call our automated payment line at 844-443-0413, or click on https://acacia-myacct.smartgridcis.com/ to

PROFILE TAB

Need to update 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

*Street #	*Street name	Unit	*Email Address	*Retype Email Address		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
*City	*State	*Zip Code	*Current Password	*New Password	*Confirm New Password	
<input type="text"/>	TEXAS	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="button" value="Update"/>			<input type="button" value="Update"/>	1	2	3

*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