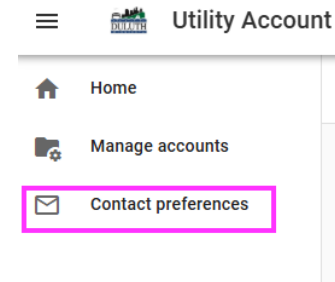


#### 4. Enrolling in eBilling

### Desktop

1

Go to Contact preferences on the left side navigation.



2

Select the radio button to enroll in paperless. Verify the email address you would like that eBill to be sent to.

A screenshot of the 'Contact preferences' page. The left sidebar shows 'Home', 'Manage accounts', and 'Contact preferences' (highlighted with a pink box). The main content area is titled 'Contact preferences'. It features a dropdown menu for 'Account' with the value '123456789-001-386168 - 0 NO ADDRESS'. Below this is a 'Billing' section with 'Bill delivery preference'. It contains two radio buttons: 'Enroll in paperless' (highlighted with a pink box) and 'Mail paper bill' (selected). To the right of the radio buttons is an email input field containing 'pwucustomerservice@duluthmn.gov' (highlighted with a pink box). At the bottom right of the form is a blue 'Update' button.

3

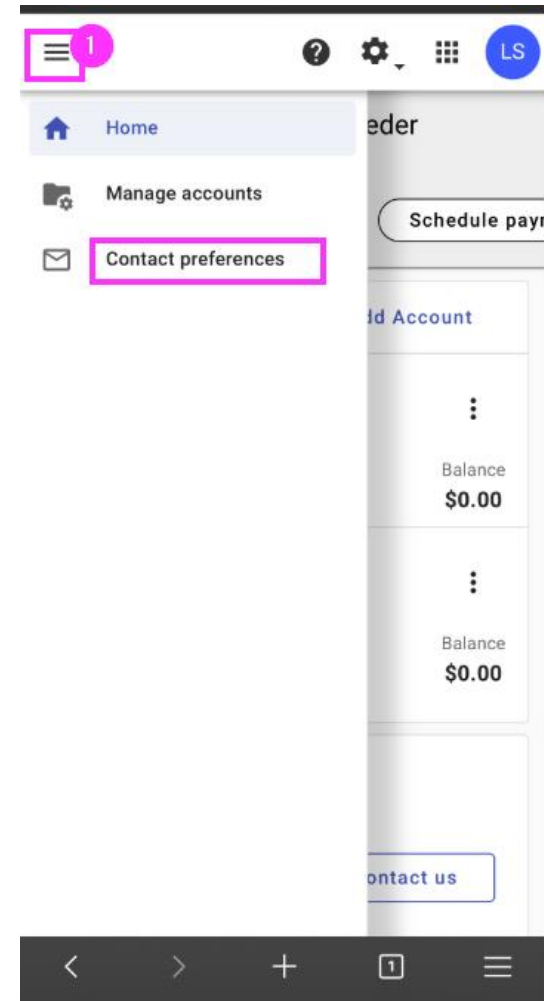
If you have multiple accounts linked, you can apply these settings to all of the utility accounts by checking the *Apply to all accounts* button. Or, adjust the enrollment and email address for each account individually with the dropdown.

A screenshot of the 'Contact preferences' page. The left sidebar shows 'Home', 'Manage accounts', and 'Contact preferences' (highlighted with a pink box). The main content area is titled 'Contact preferences'. It features a dropdown menu for 'Account' with the value '123456789-001-386168 - 0 NO ADDRESS' (highlighted with a pink box). Below this is a 'Billing' section with 'Bill delivery preference'. It contains two radio buttons: 'Enroll in paperless' and 'Mail paper bill' (selected). To the right of the radio buttons is an email input field containing 'pwucustomerservice@duluthmn.gov'. At the bottom left of the form is a checkbox labeled 'Apply to all accounts' (highlighted with a pink box). At the bottom right of the form is a blue 'Update' button.

#### 4. Enrolling in eBilling

### Mobile

- 1 On mobile, the sidebar is hidden until it is expanded. Click the 3 lines to expand the sidebar.



#### 4. Enrolling in eBilling

2

Select the radio button to enroll in paperless. Verify the email address you would like that eBill to be sent to.

3

If you have multiple accounts linked, you can apply these settings to all of the utility accounts by checking the *Apply to all accounts* button. Or, adjust the enrollment and email address for each account individually with the dropdown.

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

\* Account  
123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

☐ Enroll in paperless

☒ Mail paper bill

☐ Apply to all accounts

Email  
pwucustomerservice@duluthmn.gov

Update

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

\* Account  
123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

☐ Enroll in paperless

☒ Mail paper bill

☐ Apply to all accounts

Email  
pwucustomerservice@duluthmn.gov

Update