

As part of our continuous effort to serve you better, we're updating our digital experience. You can still depend on portlandgeneral.com to provide you the same information and resources you've come to expect. But we've made changes to streamline our site so you can get the information you need faster and easier. Whether you're logging on to pay your bill, monitor your energy use, or find information to help you lower your energy costs, you'll be able to get it done quickly and get on your way.

Why are you changing the website?

We're constantly looking for ways to help you on your energy journey. This new platform is designed to make it easier for you to access and manage your account. It will also help us better connect you to the energy tools and programs you need to get the most from your energy use.

Will my account number change? Will I have to change my login information and password to access my account?

Your account number(s) will stay the same and you can use your same login information and password to access your account. If you've set up your account to remember your login email and password, your login experience should be unchanged.

What's new?

We've made many improvements and will continue to work to enhance your online experience. Here are a few examples of improvements you'll find when you log on to your account for the first time:

- The new website brings all your account information, including information about multiple accounts, together to a single location.
- Streamlined energy management pages will allow you to have a 360° view of your energy usage without having to move between screens.
- Outage pages are updated to make it easier to report and find information in the event of an outage.

Are your changes complete?

Our new web platform allows us to continuously look for new and better ways to help meet all your energy needs. Most changes will be invisible to you, but we hope each one will improve your online experience.

We're looking for other ways to improve our service to you as well. For example, this fall, we'll be introducing new and more intuitive tools for assisting you and accessing your account by phone, which will be accessible in both English and Spanish.

What else should I know?

Our website works with most web browsers, but if you are using Internet Explorer, we encourage you to switch to another browser for your best online experience. Microsoft is retiring the Explorer platform, and some of our new website functions don't work as well with Explorer. Popular options that work well include Microsoft Edge and Chrome as well as Firefox.

What should I do if I have trouble logging into my account or finding the information I need?

We've worked hard to make this transition seamless to you. But if you do have any trouble accessing your account or finding the information you depend on, call PGE Customer Service at 800-542-8818.

Are you happy with your online experience? Do you have suggestions for how we can serve you better? Share your feedback on the short online survey that appears when you login.

