

How to make a payment for multiple accounts

- 1) In the Customer Portal go to “Pay Now” screen to make a payment on your Primary account. (The “Current Billing Information” screen will display the current due amount for your Primary account only).
- 2) Enter the amount you wish to pay in the Payment Amount screen. Please note, this payment amount will only be applied to the account number displayed above.

⚡ Manage My Account Home Pay Now Payments Bills Usage My Accounts ⚙ Login ▾

🔒 Pay Now Online Customer Name (Account # LinkPrime)

Current Billing Information -

Customer Name Total Due (this includes recent payments and adjustments if any) of \$ 150.00 due on 04/20/2020 .

Make a Payment Online Now

Payment Amount

Payment Mode

Bank Draft (ACH) Credit/Debit Card

Pay by Credit Card

- 3) Continue down by entering Banking information (ACH) or Credit Card details as well as the Billing Address.

Payment Mode

Bank Draft (ACH) Credit/Debit Card

Pay by Bank Draft

Account Type

Routing Number

Re-Enter

Bank Account Number

Re-Enter

Billing Address

Use Current Mailing Address

Name*

Address*

City*

State*

Zip*

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- 4) Select a Payment Mode:
 - a) Pay Now & Set as recurring to pay future bills automatically (AutoPay)
 - b) Make a one-time payment

Payment Mode

- Pay Now & Set as **recurring** to pay future bills automatically
- Make one time payment

- 5) Check “Authorize Payment” box to agree to the payment amount and schedule And “Submit Payment” to complete the payment request. ***(Please note: this authorizes the payment on the account number listed in your payment screen above only)***

Authorize

Authorize Payment

- 6) To make a payment on another “linked” account go to “My Accounts” section located on top of the Customer Portal screen. Click “Show All Accounts” button and the Results screen will display all of your accounts currently linked to the same online username.

From the Results screen select the account you wish to view next by clicking on the box locate to the left-hand side of the account numbers. You may also utilize the Search screen if you know your account number you wish to locate.

Manage My Account Home Pay Now Payments Bills Usage **My Accounts** Login

My Accounts - Customer Name (Account # LinkPrime)

Search

Customer ID %

First Name %

Last Name %

Company Name %

My Accounts

Show All Accounts

Results

Customer ID	Service Address	Service City
<input type="checkbox"/> Prime Account	123 MAIN ST APT A	HOUSTON
<input type="checkbox"/> Link Account	123 MAIN ST APT B	HOUSTON

Showing Results 1 thru 2

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- 7) Once the Account is selected the screen will go back to the Home Page specific to the account number that was selected. Now you can view all the linked account information, bills, payment history and usage.

By going to the Pay Now screen you can make an individual payment and sign up for autopay for this specific linked account by following the same payment instructions listed above.

The screenshot shows the New Power Texas customer portal. At the top is a navigation bar with the following items: a lightning bolt icon, 'Manage My Account', 'Home', 'Pay Now', 'Payments', 'Bills', 'Usage', 'My Accounts', a gear icon, and 'Login' with a dropdown arrow. Below the navigation bar, the main content area starts with a welcome message: 'Welcome -Customer Name(Account # LinkMem)'. Underneath is a 'Message Center' section with a dark blue header and a light blue message box containing the text: 'Your payment of \$20.00 was received and applied on 04/16/2020.' At the bottom of the main content area, there are two dark blue buttons: 'Account Information' with an 'Edit' link next to it, and 'Your Utility'.