



Marathon Energy's Customer Portal User Guide

As a Marathon Energy customer, you have access to our Customer Portal where you can:

- Make a payment
- Sign up for AutoPay
- View billing history
- View payment history
- View usage
- Edit contact information (ie: email, phone, address)

Getting Started

To request access to Marathon's Customer Portal, visit <https://myaccount.mecny.com/> or visit www.mecny.com and click "My Account" at the top.

- New Customers will need to Request Access to the Customer Portal by "registering a new account"
- Existing Customers can log in using the user name/password provided

myaccount.mecny.com

Click here to read our COVID-19 response

CHECK RATES GET OUR WEEKLY FOCUS MY ACCOUNT 1-888-378-9898

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Welcome to the New Customer Portal!

EXISTING USERS LOGIN

Username Username

Password Password

Log in

[Forgot username/password?](#)

REGISTER A NEW ACCOUNT

*Name First Name Last Name

Company Company Name

*Email Email Address


*Account Number Account Number

*Username Username

*Password Password Confirm Password

Register

- If you're registering a **new account**, you'll need your account number which can be located **at the top of your invoice** (the first 8 digits before the dash). *NOTE: If you are a new Marathon Energy customer and have not yet received your first invoice, you can use your Utility issued account number within the "Account Number" field.*



Customer:
Account Number:
Invoice Number:
Invoice Date:

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Sample Customer
12345678-123-1
7654321
May 10, 2021

Invoice Number: 7654321

Summary

- Once you successfully register your account, a notification will be sent to Marathon's team to process your request. **Please allow up to 2 business days for your request to be processed.**
- You will receive an email when Marathon's team has completed your registration process. You'll also receive your user name, a temporary password and a [direct link to the Portal login page](#). *Be sure to save the Portal login page as a "favorite" to easily access in the future.*

REGISTER A NEW ACCOUNT

*Name	First Name	Last Name
Company	Company Name	
*Email	Email Address	
*Account Number	Account Number	
*Username	Username	
Register		

We have received your request for a customer portal account. Please allow up to two business days to process this request. A temporary password will be emailed to you once we have finished. Thank you for choosing Marathon.

- For security purposes, you will be prompted to **update your temporary password** after logging in.

NOTE:

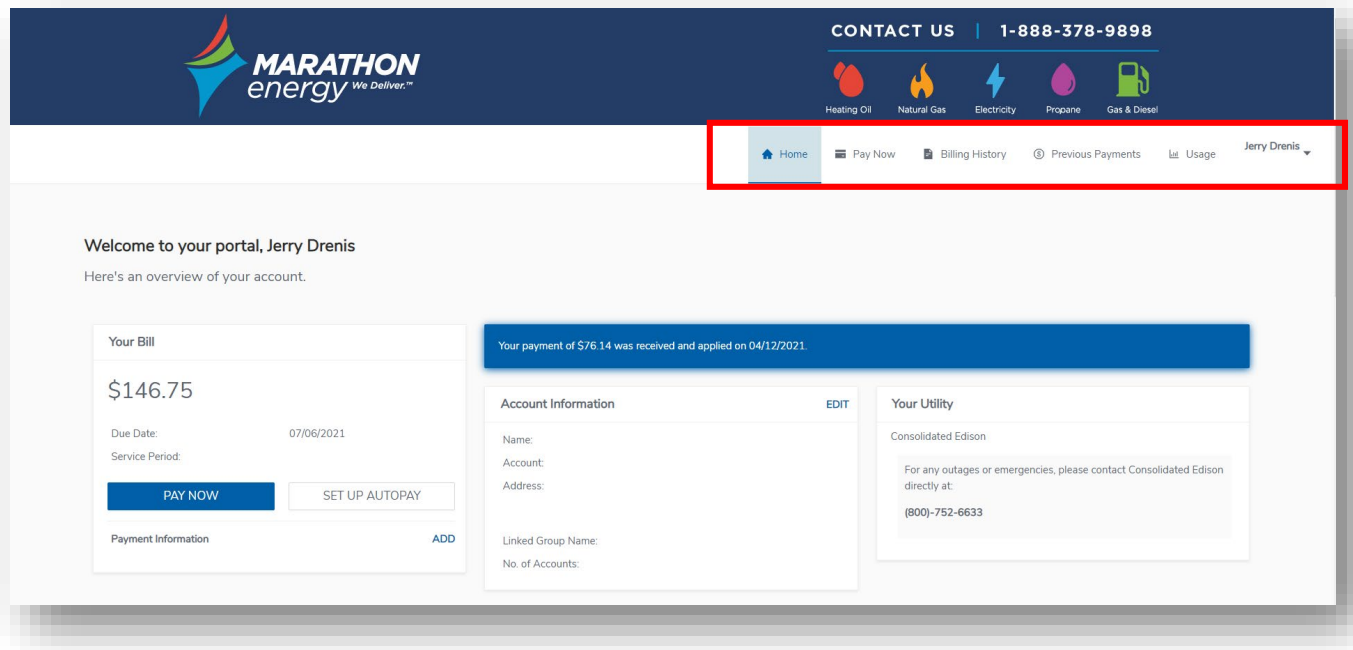
- Passwords must be a minimum of 8 characters and include 3 out of the 4 character types: lowercase letters, uppercase letters, numbers, or symbols
- Once you update your temporary password, Marathon will no longer have access to it. Ensure your updated password is securely documented.

Welcome to Your Customer Portal

Before you dive in, we'd like to quickly point out the six (6) main navigation icons at the top of every page:

1. Home
2. Pay Now
3. Billing History
4. Previous Payments
5. Usage
6. Your Name/Account Number (with drop down)

NOTE: You can return to the Portal's main home page at any time by clicking the "home" icon within the main navigation menu. *Clicking the Marathon Energy logo will take you back to Marathon's main website – leaving the portal.*



Home Page

The Home page will show an overview of your Marathon Energy account including your:

- Most recent bill and due date
- Most recent payment and date received
- Account information (contact information, payment information, billing preferences)
- Utility contact information
- Service information (service address, contract date)
- Usage within the last 12 months (*if applicable*)

Here's a tip! Most of the tiles on the home page conveniently take you to other pages within the portal:

- Pay your bill from the Home Page by clicking "Pay Now"
- Setup AutoPay from the Home Page by clicking "Set Up AutoPay"
- Edit your account information from the Home Page by clicking "Edit" within the Account Information tile
- Export your usage data from the Home Page within the Trends tile

Pay Now

The Pay Now page is where you can make a one-time payment or set up AutoPay – a feature that automatically applies the full amount due on the due date each month - giving you one less thing to worry about! *Once you set up AutoPay, you can revise your payment method and even remove the AutoPay feature at any time.*

Billing History

The Billing History page shows your past invoices. The invoices can be exported to an Excel or CSV file for reporting purposes.

Previous Payments

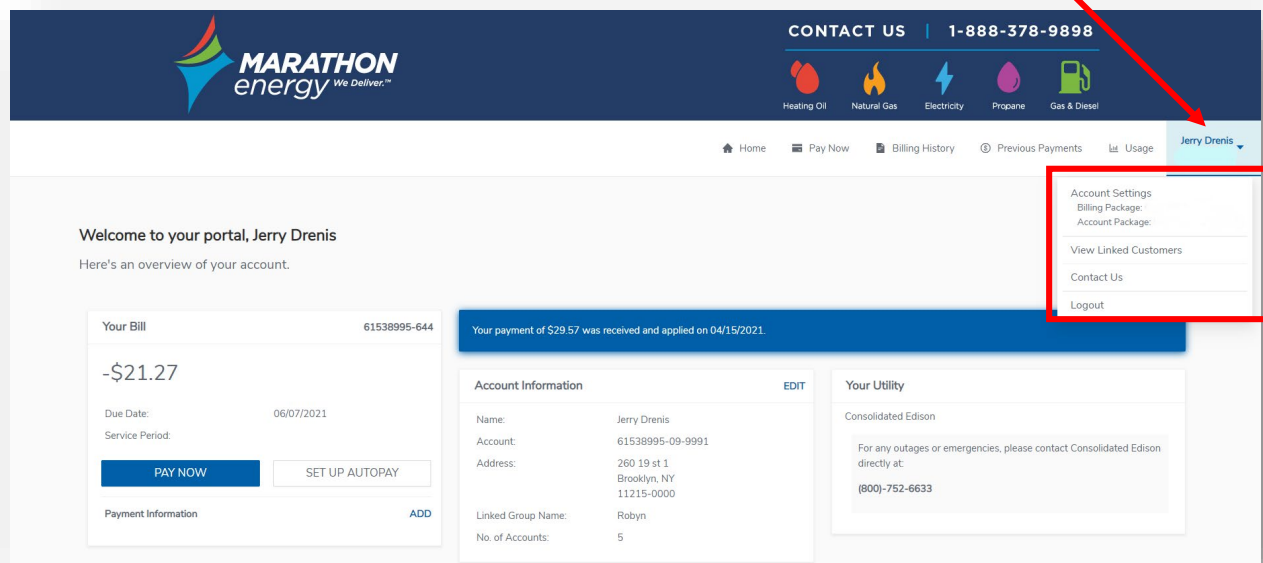
The Previous Payments page shows all of your previous payments – including the date the payment was paid, amount, method of payment and payment status. Your Previous Payments can be exported to an Excel or CSV file for reporting purposes.

Usage

The Usage page shows a breakdown of your usage (and corresponding costs) within the last 12 months. This data can be exported to an Excel or CSV file for reporting purposes.

Your Name/Account Number (with drop down)

The last main navigation item to review is the item showing your Name and Account Number – with a drop down option.



The drop down option provides you access to the following:

- Account settings (also accessed via the Home page within the Account Information tile)
- View other “linked” customers associated with your account. *If applicable, this option is helpful if you need to pull usage for another account.*
- Contact Marathon Energy’s Customer Service Team
- Logout of the Portal

Frequently Asked Questions

Who has access to the Portal?

The portal is available for dual bill gas/electric (NON-POR) customers. POR customers are billed by the Utility and therefore their account will only show the supply portion of their bill. Heating Oil customers have access to a separate account.

What if my account number is less than 8 characters?

If your account number is 7 characters or less, you're a Marathon Energy Heating Oil Customer. Thankfully our system knows – and will automatically guide you to that appropriate login page.

Can I see all of my Marathon Energy accounts in the Portal?

Yes, once you have requested for all your (gas/electric) accounts to be registered, you can view them all from the Customer Portal. Hover over your "customer name" within the main navigation menu (on the top/right side of screen) and the drop down option will show an option to "View Linked Customers."

What if I need access to usage data beyond the 12 months I see in the Portal?

If you need more than 12 months usage data, please send a request to customerservice@mecny.com.

What if I forgot my user name/password?

If you forgot your login ID, click the "forgot my login ID" on the login page and enter the email address associated with your Customer Portal account. We will send you an email with your Login ID.

If you forgot your password, click the "forgot my password, on the login page and enter your 8-digit account number and email address associated with your login ID and we'll email you a temporary password. For security purposes, you will be prompted to update your temporary password after logging in.

Passwords must be a minimum of 8 characters and include 3 out of the 4 character types: lowercase letters, uppercase letters, numbers, or symbols.

Why do I have to enter my login information twice?

If you accessed the customer portal via Marathon's main website (www.mecny.com), then you'll likely be prompted to enter your login information twice. To avoid this, use the [direct link to the Portal login page](#) that you received with your New Customer Portal Registration email. You can "favorite" or bookmark the page to quickly access in the future!

If you have any other questions or need any assistance while navigating your customer portal, email customerservice@mecny.com or call 888.378.9898.