



Energo’s Customer Portal User Guide: For Petroleum/Mechanical Services Customers

As an Energo (Petroleum/Mechanical Services) customer, you have access to our Portal where you can:

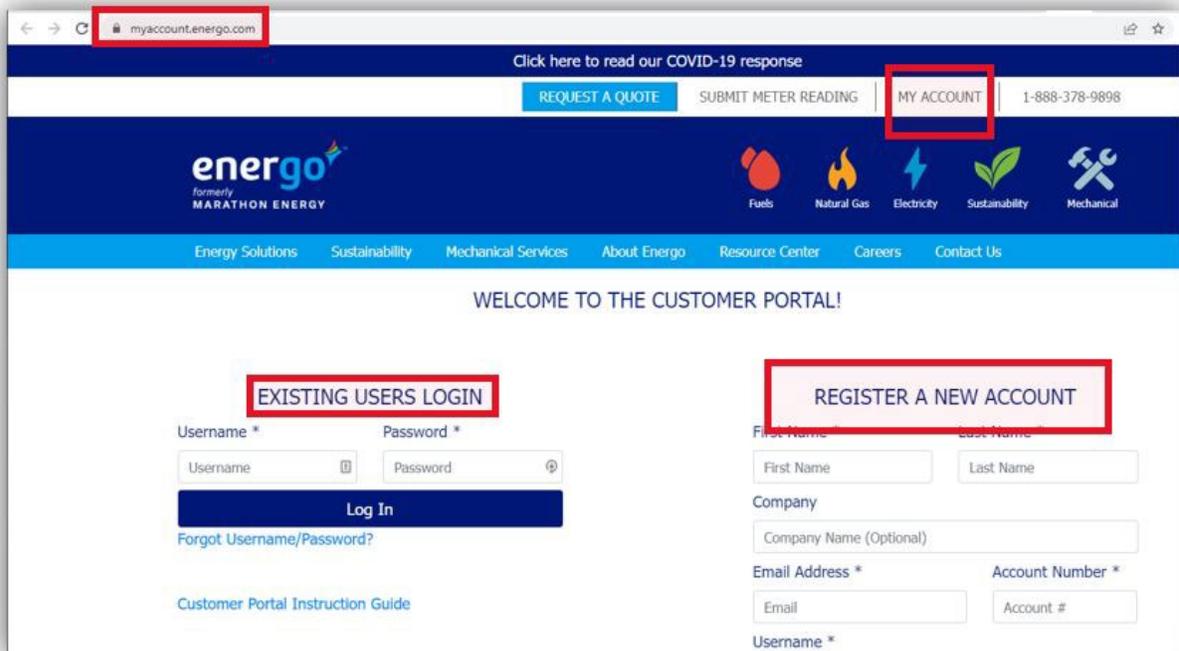
- Make a payment
- View open and paid invoices
- Download consumption reports
- Request a delivery
- View delivery history (date, fuel type, gallons and price)

NOTE: Screen shots provided in this guide are from a sample account and do not represent actual customer data/prices.

Getting Started

To request access to Energo’s Customer Portal, visit <https://myaccount.energo.com/> or visit www.energo.com and click “My Account” at the top.

- New Customers will need to Request Access to the Portal by “registering a new account”
- Existing Customers can log in using the username/password provided



- If you are registering a **new account**, you will need your account number, which can be located **under your address on your invoice**. Your account number should be seven characters or less.

NOTE: If you have **multiple accounts**, you only need to register one account. Once your account is registered, the portal will link all (petroleum/mechanical services) accounts.

FUEL INVOICE					
Bill To:			Delivery To:		
<small>Customer Name 12345 Main Street City, State ZIP Telephone Number</small>			<small>Customer Name 12345 Main Street City, State ZIP Telephone Number</small>		
ACCOUNT NO.	ACCOUNT CLASS	INVOICE NO.	TERMS		DUE DATE
12345	Residential	67890	Open Account		12/31/2024

- Once you successfully register your account, a notification will be sent to Energo’s team to process your request. **Please allow up to two business days for your request to be processed.**
- 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, Energo will no longer have access to it. Ensure your updated password is securely documented.

Welcome to Your Customer Portal

Once you log in, you will see a welcome screen that displays open invoices, recent deliveries, and historic fuel use. **This is the portal’s home page.** You can return to the portal’s home page at any time by clicking the “home” icon at the top of the screen or clicking the Energo logo.

You will also see links to access additional pages within the portal:

1. My Account
2. Make a Payment
3. Invoices
4. Delivery History
5. Fuel Consumption Reports
6. Request a Delivery

NOTE: If you have multiple accounts, use the dropdown located at the top of the page to select the account/address you want to see.

energo
formerly
MARATHON ENERGY

Account: 367243F - 33-40 64th Street

Home My Account Sign Out

Make a Payment

Invoices

Delivery History

Welcome back, Marathon Energy!

Balance: \$0.00

Invoices

Make a Payment

Fuel Consumption Reports

Request a Deliver

Aging Summary

<15 days	15-29 days	30-44 days	45-59 days	60-89 days	90+ days
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Open Invoices*

Date	Amount	Credits
There are no open invoices to show.		

*This list is a summary and may be incomplete. You can find a full list of invoices and details [here](#).

My Account

The My Account page shows the following:

- Billing Information (Billing Address, Email Address, Aging Summary, Payment Methods)
- Delivery Information (Delivery Address, Fuel and Tank Type, Last Delivery Date, Year to Date Consumption)
- Login Information

Make a Payment

On this page, you can make a payment by credit card or eCheck (ACH). You can also securely save your payment information to simplify future payments.

Payment Method Credit Card

Invoice Number 000000

Remaining Balance on Invoice(s) **\$0.00**

Payment Amount (USD) 0.00

Credit Card Number: 0000 0000 0000 0000

Credit Card Expiration: 00 / 00

Credit Card Security Code: ***

Save Payment Information:

Name Payment Method: Name your Payment Met

Please allow up to two business days for your payment to be processed.

Invoices

Here, you can see all your open and paid invoices. Click on an invoice to see the details. You also have the option to pay an open invoice (or multiple open invoices) from this page.

Open Invoices						Pay Invoices															
Date Posted	Description	Invoice Number	Remaining Balance	Discount Available	Pay Invoice																
11/27/21	#2 Oil 6% Bio	412236	\$2.65	No	<input type="checkbox"/>																
<table border="1"> <tr> <td colspan="2">Fuel Type: #2 Oil 6% Bio</td> </tr> <tr> <td>Gallons:</td> <td>315.0</td> </tr> <tr> <td>\$/gal:</td> <td>\$0.00000</td> </tr> <tr> <td>Fuel:</td> <td>\$0.00</td> </tr> <tr> <td>Subtotal:</td> <td>\$0.00</td> </tr> <tr> <td>Sales Tax:</td> <td>\$0.00</td> </tr> <tr> <td>Other Taxes & Fees:</td> <td>\$2.65</td> </tr> <tr> <td>Total:</td> <td>\$2.65</td> </tr> </table>						Fuel Type: #2 Oil 6% Bio		Gallons:	315.0	\$/gal:	\$0.00000	Fuel:	\$0.00	Subtotal:	\$0.00	Sales Tax:	\$0.00	Other Taxes & Fees:	\$2.65	Total:	\$2.65
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Sales Tax:	\$0.00																				
Other Taxes & Fees:	\$2.65																				
Total:	\$2.65																				
10/07/21	#2 Oil 6% Bio	410379	\$1.02	No	<input type="checkbox"/>																
05/11/21	#2 Oil 6% Bio	408359	\$2.01	No	<input type="checkbox"/>																

Delivery History

On this page, you can review the history of previous fuel deliveries, along with fuel type, the amount of gallons delivered, and price per gallon.

Date	Fuel Type	Gallons	Price per Gallon
11/27/21	#2 Oil 6% Bio	315.0	\$0.00000
10/07/21	#2 Oil 6% Bio	121.0	\$0.00000
05/11/21	#2 Oil 6% Bio	239.0	\$0.00000
03/24/21	#2 Oil 6% Bio	143.2	\$0.00000
03/06/21	#2 Oil 6% Bio	218.6	\$0.00000
02/16/21	#2 Oil 6% Bio	242.0	\$0.00000
01/30/21	#2 Oil 6% Bio	262.9	\$0.00000
01/12/21	#2 Oil 6% Bio	276.0	\$0.00000
12/23/20	#2 Oil 6% Bio	202.9	\$0.00000

Fuel Consumption Reports

Back on the home page of the portal, you will see a link to “Fuel Consumption Reports” where you can download a year-to-date (YTD) usage report, or a report from the previous year.

REMINDER: If you have multiple accounts, use the dropdown located at the top of the page to select the account/address you want to see.

Fuel Consumption Report Details



Choose last year's report or your YTD report for this year.

2020 Calendar Year

2021 YTD

Alternatively, you may select a custom date range. Note that online data is only available for the past 2 years.

Custom Date Selection

Start Date

mm/dd/yyyy



End Date

mm/dd/yyyy

Retrieve Custom Report

Request a Delivery

We make it easy to request a delivery – directly from the portal! Simply click the “request a delivery” icon on the home page. A pop-up box will appear for you to enter the requested amount of gallons, requested date, and any other important notes/details.

Frequently Asked Questions

Who has access to the Portal?

The portal is available to all petroleum/mechanical services customers of Energo.

Can I see all my Energo accounts in the Portal?

Yes, once you have requested access, you can view all your petroleum/mechanical services accounts from the Portal. Use the dropdown located at the top of the page to select the account/address you want to see. If you also have Natural Gas/Electricity accounts with Energo, you will need to request access to a separate portal. You can request access to our Natural Gas/Electricity Portal at myaccount.energo.com/

What if I need access to usage data beyond the 2 years I see in the Portal?

Online usage data is only available for the past 2 years. If you need more than 2 years of usage data, please send a request to customerservice@energo.com.

What if I forgot my username/password?

If you forgot your login information, click “forgot my username/password” on the My Account page. Enter the email address associated with your Customer Portal account. We will send you an email with your username and/or temporary password.

If you have any other questions or need any assistance while navigating the portal, email customerservice@energo.com, chat online at energo.com, or call 888.378.9898.