Frequently Asked Questions

- What is changing?
  - We are launching a new and improved **My Account** experience. It offers a modern design, simpler navigation, better usage visibility, improved self-service features, and new ways to manage your account online.
- How do I access My Account?
  - You can access My Account from the Versant Power website (versantpower.com) by selecting **"Sign In"** at the top right of the page, or by visiting **myaccount.versantpower.com**.
- Do I need to create a new account?
  - If you have previously used Versant Power's Online Services and set up paperless billing, **do not** create a new account. Sign in using your existing email and password credentials. We'll send you an email to reset your password and finish setting up your account.
  - If you have not previously enrolled in the paperless billing program in Versant Power's Online Services, use the "Not Registered for My Account? Sign up now" button to create an account. You'll need your full account number and service or mailing address zip code.
- How do I sign in?
  - Sign in using your credentials at **myaccount.versantpower.com.** Have you previously used Versant Power's Online Services? See the question above for more details.
- What if I forgot the credentials that I used for my previous Online Services account?
  - If you don't remember your credentials, you can either make a new profile or call our Customer Contact Center: **207-973-2000.**
- Will my AutoPay or payment methods transfer?
  - **Yes** – AutoPay and methods will transfer to your new My Account experience.
- How do I make a payment?
  - Once signed in, navigate to the **Payments** section in the left sidebar and select **Make a Payment.** Select the account, choose a payment amount, payment date, and payment method, then select confirm. Review all the payment details, agree to the direct pay terms, then select **Make Payment**. You'll receive a payment confirmation number.

- How do I start, stop, or transfer service?
  - **Start an Additional Service**
    - Once signed in, navigate to the **Service Requests** section in the left sidebar and select **Service Request Forms.** Choose the appropriate Start Service form (residential or non-residential). Once submitted, our Customer Contact Center may reach out to you to confirm the start service request.
    - Please note that this form is for adding an additional service to your account. To start service at a new location, please call our Customer Contact Center: **207-973-2000.**
  - **Stop Service**
    - Once signed in, navigate to the **Service Requests** section in the left sidebar and select **Stop Service.** Once submitted, our Customer Contact Center may reach out to you to confirm the stop service request.
    - Please note that online move-out requests are only available for customer's that are moving out all services on their account. If you would like to move-out a specific service, please call the Customer Contact Center: **207-973-2000**.
  - **Transfer Service**
    - Transfer service requests must be made by calling our Customer Contact Center: **207-973-2000.**
- Can I manage multiple account numbers under one login?
  - **Yes** – you can add multiple account numbers under one login. To add an additional account number, navigate to the **Profile** section in the left sidebar and select **Account Settings.** Scroll down to the **Add an Account** section and input the full account number and a nickname for the account. Select **Add Account**. The account will be added to your profile.
- How do I report an outage or check outage updates?
  - To report an outage, use the **Report an Outage** button within the **Services** tile to report an outage. You'll be asked for additional information, such as contact information, automated call back preferences, and outage reason.
  - Details about your outage will be displayed at the top of My Account. To check broader outages, visit the **Versant Power Outage Map**.

- I'm having trouble viewing my bill, what should I do?
  - If you are unable to open your bill, first check that pop-up blockers are disabled on your device. On mobile devices, pop-ups may be blocked by default, so you may to enable them in your browser settings. Note that the Google app does not support pop-ups on Apple devices. To view your bill, use Safari or the Google Chrome browser app instead on these devices.
- Who do I contact if I need help?
  - If you need assistance with our new My Account experience, please call our Customer Contact Center: **207-973-2000.**