Introducing Your New My Account



MGE recently launched a new My Account experience to make it easier to manage account-related activities online.

The new platform allows you to:

- Schedule and manage common service appointments online.
- See and manage programs to help manage your usage and support renewable energy.
- Add an extra layer of security through two-factor authentication.
- Access additional self-service tools as they become available.

Learn more and review the FAQ at mge.com/new-my-account.

What you need to do

You will need to use the **email address** associated with your account instead of your previous username when you log in. Your email will replace your username moving forward. You'll also be prompted to change your password after your first login.

If you haven't registered for My Account

- Select the Register button on the homepage and follow the prompts to get started.
- You will need your 10-digit MGE account number and a form of identification (driver's license number, state ID or EIN) to create your My Account profile. *Note: The form of ID you use to register must be the one you provided when you started service with MGE. Please call us at 608-252-7000 if you do not currently have an ID on file with MGE.*

If more than one user shares the email associated with your account:

- All users, including sub-users, sharing the email address are combined into a single user.
- After logging in, you will see all of the accounts associated with the email address.
- You can create additional users with unique email addresses if you'd prefer to keep them separate.

Questions?

We're here to help. Contact MGE's Business Customer Relations Team at *Business@mge.com*.

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