



## Hope Gas Portal Frequently Asked Questions

### 1. How do I contact Hope Gas if I have questions about the Customer Portal?

#### Hope Gas Customer Contact Center:

Monday - Friday from 8:00am – 5:00pm EST

Customer Care number: **1-800-688-4673**

Fax: 681-684-2407

Email: [Customercare@hopegas.com](mailto:Customercare@hopegas.com)

### 2. Migrated User from MYA portal?

- Go to the **My Account** URL: <https://myaccount.hopegas.com/>
- Enter the same Username and Password used on the **MYA Portal**. If your username is recognized, an email will be sent to the email address used with your MYA Account.
- Click on the secure link in that email to reset your password.
- Once your password is reset you will be redirected to the login screen.
- Enter your Username and new password. Once logged in, you will be taken to the **Account Summary** screen.

### 3. Where do I find Billing information?

- Click on the link below which will take you to the Pay Bill Section
- [Pay Bill – Hope Gas](#)

### 4. What is the Hope Gas My Account Portal?

- The Hope Gas Customer Service **My Account** web-based portal allows customers to:
- View your gas bills, usage, and payment history.
- Enroll in e-bill via **My Account Portal** to:
  - Make a payment.
  - Manage payment preferences.
  - Change Payment Options.
  - Enroll in Direct Debit and Budget Billing.

### 5. How do I register for the Hope Gas My Account Portal?

Click on the My Account Portal homepage link to register.

<https://myaccount.hopegas.com/>

Click on the Create an Account link. The following information is required for registering on the portal:

- 12-Digit Account Number for Hope Gas
- Username



- First Name/ Last Name
- Email Address
- Password

Provide one or more of the following fields:

- Last four digits of your Social Security Number
- Pin number/ Verification ID
- Last Name/Business Name
- Service Address Street Number
- Service Address Zip
- Driver's License Number
- Taxpayer ID (Commercial)
- Date of Birth

Users will receive an email confirmation with a verification code via email.

This code must be entered on the My Account Portal sign up page to complete your registration.

#### **6. What should I do if I'm having trouble registering for the Portal?**

Please make sure you have the correct information:

- 12-Digit Account Number for Hope Gas
- Last four digits of your Social Security Number
- Pin number/ Verification ID
- Last Name/Business Name
- Service Address Street Number
- Service Address Zip
- Driver's License Number
- Taxpayer ID (Commercial)
- Date of Birth

If you continue to experience issues registering, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00 pm, Monday – Friday.

#### **7. What should I do if I'm having trouble logging in to the Portal?**

Please ensure you have the correct information to Log In such as:

- Correct Username
- Correct Password

If you continue to experience issues registering, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00 pm, Monday – Friday.

#### **8. My Account Portal is locked. How long do I need to wait until it is unlocked?**

After 5 invalid login attempts, the user will be locked for 15 minutes.



After 30 total invalid login attempts, the user's IP address will be blocked for 24 hours. If you need your Account unlocked, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00 pm, Monday – Friday.

#### 9. How do I view or change my username and password?

You can view or change your username and password any time in Portal by following these steps:

- Login to the Hope Gas Portal.
- On the Account Summary page under **Profile** click on **Change Password**.
- Enter your old and new username or password.
- Passwords must be 8 to 254 characters with at least one: lowercase letter, uppercase letters, and number. May also include the following characters: #%&\*
- Click **Save**.

#### 10. How do I recover my username?

If you need to recover your username, follow these steps:

- On the Login screen, click Forgot **Username**.
- Enter your Email address and a Verification code from the Screen Captcha, then click **Submit**.
- The system will automatically send an email with your username to the email address connected to your Portal.

#### 11. How do I recover my password?

If you need to recover your password, follow these steps:

- On the Login screen, click Forgot **Password**.
- Enter your Username, email address and Verification code from the Screen Captcha, then click **Submit**.
- The system will automatically send you an email with a link to reset your password.
- Click the password reset link from the email.
- Click **Next** to proceed with updating the **New Password** and **Confirm Password** fields.
- The new password must be 8 to 254 characters with at least one: lowercase letter, uppercase letter, and number. May also include the characters: #%&

#### 12. Can I use Portal without Registering?

Yes, you can do the following without logging on to Portal:

- Make Guest Payments



If you have questions, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00pm, Monday – Friday.

A paper [gift certificate](#) can be used to make a gift payment via postal mail.

**13. How do I update my account information?**

In the **My Account** section on your **Profile** page, you can view and update contact details (phone and email.) You can also update your mailing address.

**14. How do I see my other accounts in the My Account Portal?**

The Hope Gas Portal allows you to switch between multiple accounts.

Once you login, you can select the desired account from your Account dropdown at the top of the screen.

Add other accounts by selecting **Add an Account** under the **Profile** section. Follow the steps on the screen.

**15. How can I delete my Portal?**

Once registered, customers cannot unsubscribe or delete their Portal. However, customers can choose to stop notifications about their Portal.

For assistance in removal from the Portal, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00 pm Monday – Friday.

**16. Where do I find email notifications from Hope Gas?**

From the **Account Summary** page click on **Manage Notifications**.

In the left menu, you will see the notifications you are signed up for.

**17. How do I update my notification preferences from Hope Gas?**

To update your Notification Preferences (phone number or email), or to add notification types, visit **Manage Notifications** from the **Account Summary** page.

Check or uncheck the notifications you want to receive.

**18. How do I sign up for Electronic Billing - e-Billing?**

From the **Account Summary** page under Profile, Select the **Bill Delivery Preferences** option.

By choosing **Paperless Billing**, you will no longer be sent a paper bill. Instead, all bills will be available in the My Account Portal, and you will receive an automatic message when your new bill is ready to view.

Ensure your email address is up to date.

Once you have signed up for the My Account Portal, the next bill scheduled to be generated will be available in your Portal.



**19. If I receive an Electronic Bill/e-Bill, will I be notified when my bill is due?**

By signing up for Paperless Billing you will receive an email when your bill is ready to be viewed and paid online.

**20. What can I do if I need help paying my bill?**

At Hope Gas, we understand that sometimes it can be difficult to pay your gas bill. If you are struggling to pay your bills and need assistance, we are here to help.

Please find information on our Hope Gas website by clicking this link. [Pay Bill – Hope Gas](#).

For assistance, please call our Customer Contact Center at: 1-800-688-4673 from 8:00am – 5:00 pm. Monday – Friday.

**21. What are my gas rates and how do I compare them?**

You can learn more about your Gas Rates by visiting our website at [www.hopegas.com](http://www.hopegas.com) [Pay Bill – Hope Gas](#)

**22. What are my payment options?**

Payments can be made using your Credit Card, Debit Card, Bank Account or Digital Wallet.

Click on **Make a Payment** from the **Payment** menu on the left of the Account Summary page.

Follow the steps to make a one-time payment, schedule a payment or set up auto-pay.

**23. How do I add or update my payment information?**

On the **Account Summary** page, under **Payment Methods**, click **Manage Wallet** to add a new payment method.

Click **the Add Payment Method** button to add or change default payment settings and update payment details.

Click **Update** to confirm payment changes.

**24. How do I enroll for autopay?**

In the **Payments** section, click the **Automatic-Payments** option.

Click the **Create New Autopay** option and select the method of payment and days before the due date.

Confirm your selections.

**25. Can I cancel a pending payment?**

Payments scheduled in advance (autopay) must be cancelled in Portal **at least 1 business day** prior to the scheduled payment date.

To cancel a same day payment, call our Customer Service Center at: 1-800-688-4673 prior to 4:00pm.



To cancel a 1-time payment, call our Customer Service Center at: 1-800-688-4673 prior to 4:00pm.

**Links to Assistance Agencies:**

[West Virginia 211 \(wv211.org\)](http://wv211.org)

[Dollar Energy Fund](#)

[WV Bureau for Family Assistance](#)

[HOME | WVHDF](#)

[Weatherization Assistance Program | West Virginia Community and Development Office \(wvcad.org\)](#)