

Paperless Billing Frequently Asked Questions

Technical Requirements

What internet browser do I need to use to access all of the information on the paperless billing site?

For the best experience, Google Chrome and Mozilla Firefox are recommended to access the paperless billing website. It may also work on additional browser programs.


Do I need any special software on my computer to view my statements?

Statements are in Adobe Acrobat PDF format. Most computers have software that will read these files. If your computer prompts you to install software, you can download Adobe Acrobat Reader for free at www.adobe.com.

New User Registration

How do I register for access to the paperless billing site?


To get to the paperless billing website from the Liberty website, click "Paperless Registration" under the "My Account" dropdown at the top of the page. If you are already on the paperless billing website, please click "New User Register Here" at the top of the page.



New User Registration

Your privacy is important to us. We will not rent or sell your personal information.

FULL NAME <small>YOUR FULL NAME AS APPEARS ON YOUR BILL</small>	<input type="text"/>	Required
ACCOUNT NUMBER <small>LAST 8 DIGITS AS IT APPEARS ON YOUR BILL</small>	<input type="text"/>	Required
EMAIL	<input type="text"/>	Required
CONFIRM EMAIL	<input type="text"/>	Required
USERNAME (MAXIMUM 20 CHARACTERS) <small>MAXIMUM LENGTH IS 30</small>	<input type="text"/>	Required
PASSWORD <small>MINIMUM LENGTH IS 8. MUST CONTAIN AT LEAST ONE UPPERCASE AND NUMBER!</small>	<input type="text"/>	Required
CONFIRM PASSWORD	<input type="text"/>	Required

 **ENCRYPTED**
128-bit SSL

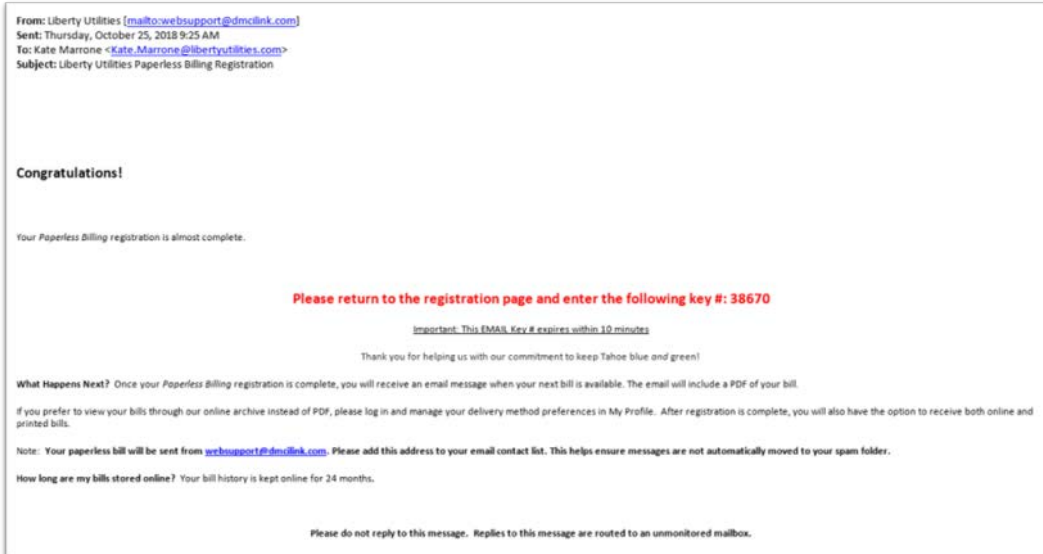
Follow the instructions to create a new user profile. **It may be helpful to have your Liberty bill in front of you, as you will be required to enter information from your bill, exactly as it appears on your bill.**

Enter the "Full Name" exactly as it appears on your bill. The "Account Number" is the last 8 digits as it appears on your bill. **You will not be able to complete registration if you enter your name and account number differently than how it is listed on your bill.**

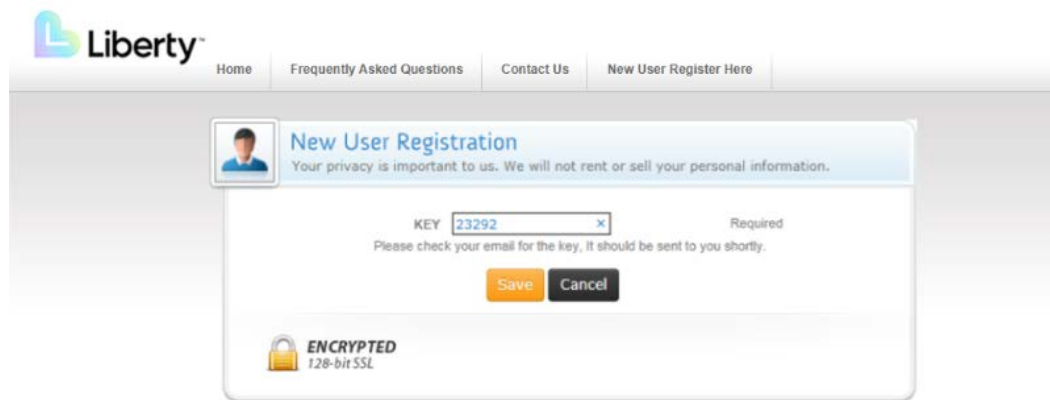
A username and password must be created; if a username is already in use, an error message will appear next to the username field. Your password must be eight characters long and include at least one capital letter and one number; not to exceed 20 characters.

Once all the required information has been entered, click the "Email Key" button. **Do not close the paperless billing website tab on your browser** – keep it open while you wait for your email key to be delivered. The email key number may take anywhere from 30 minutes to one hour to be delivered to your email inbox. Please also check your Spam and Junk mail.

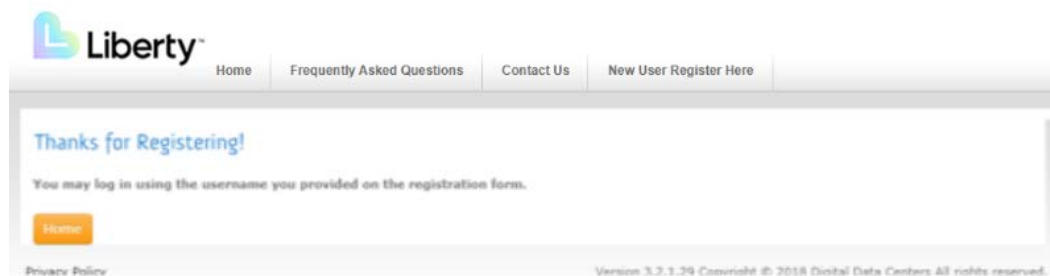
The email with the key number will come from websupport@dmcilink.com and will look like the below example:



Once you have received the email key, return to the paperless billing website tab and enter the key number into the field.

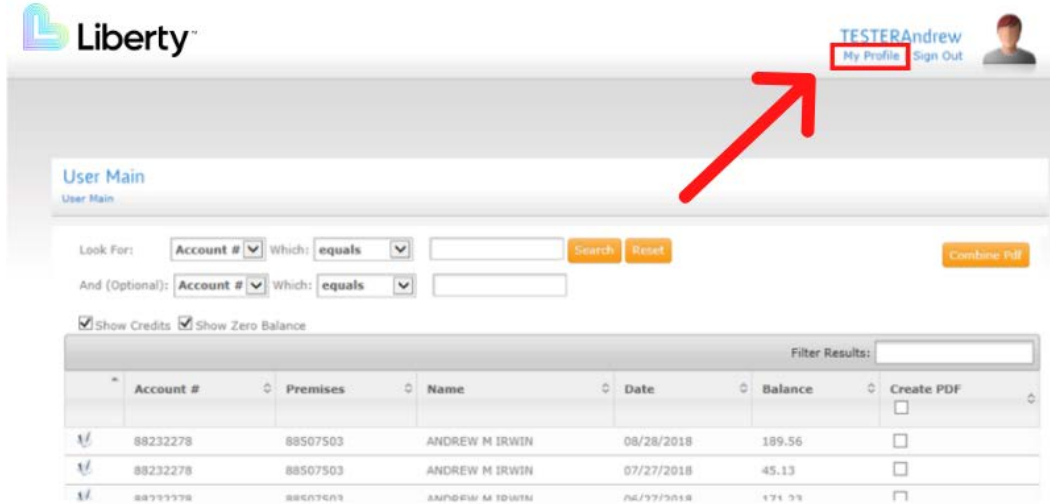


Click "Save" and you should see the screen below, indicating you have successfully registered for paperless billing and can now login with your username and password.

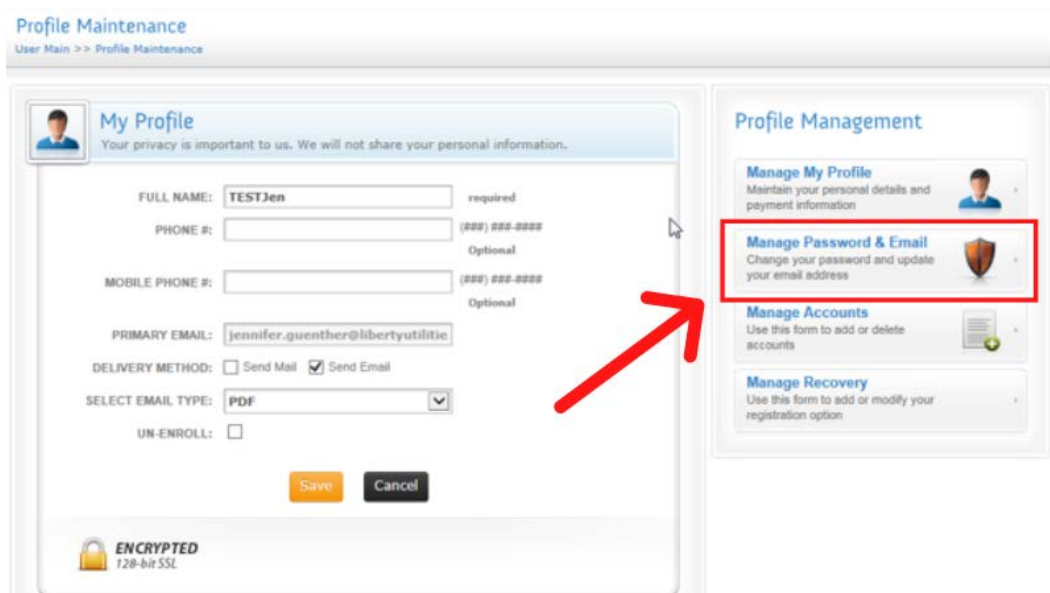


How do I change my password?

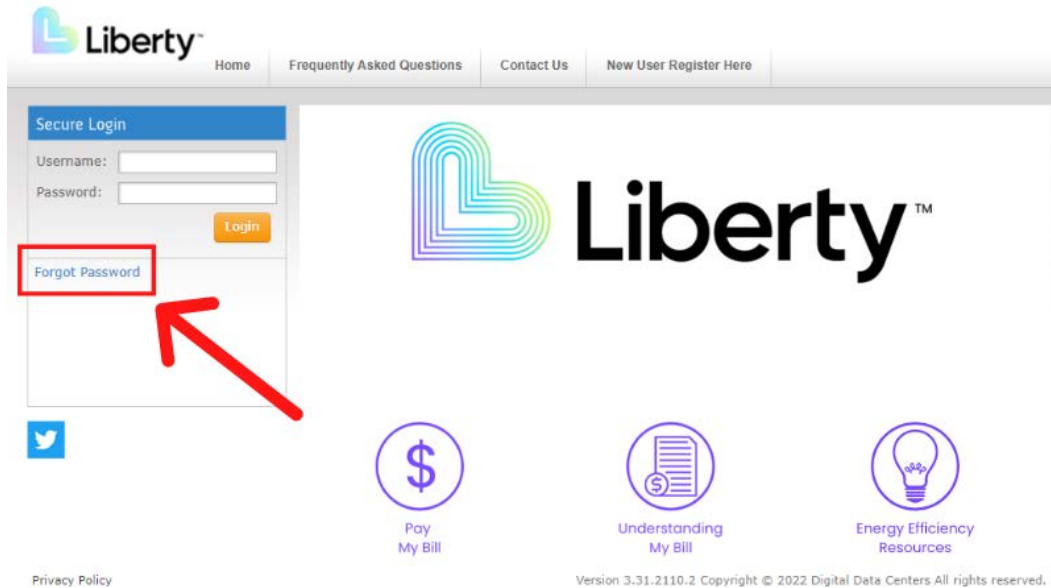
If you would like to change your password, click the "My Profile" link on your User Main homepage of the paperless billing website.



Select the "Manage Password & Email" option on the Profile Management menu and follow the instructions to change your password.



If you have forgotten your password, please click the "Forgot Password" link on the paperless billing homepage and follow the instructions.



The link to reset your password may take anywhere from 30 minutes to one hour to appear in your email inbox. Please also check the Spam or Junk Mail folder of your email.

What if I haven't received the link to reset my password?

The link to reset your password may take anywhere from 30 minutes to one hour to appear in your email inbox. Please also check the Spam or Junk Mail folder of your email.

How will I know when my most current bill is available to be viewed?

URL: If you chose URL as your delivery method, you will receive an email notification from dmcilink.com. The email will also include a URL link to login to the paperless billing website to view your current bill(s).

PDF: If you chose PDF as your delivery method, the email will include your bill(s) as a PDF attachment.

*This is the recommended delivery method if you have 1-10 locations being billed to one paperless billing account.

The box is checked to receive bills via email. Why do I continue to receive them by regular mail?

Please verify that the send email option is the only box that is checked in the delivery method field on the "My Profile" page of the paperless billing site. If at any time you wish to discontinue paperless billing

and only receive bills through regular mail, deselect the send email option and check the send mail option in the delivery method field.

Profile Maintenance
User Main >> Profile Maintenance

My Profile
Your privacy is important to us. We will not share your personal information.

FULL NAME: required

PHONE #: (###) ###-#### Optional

MOBILE PHONE #: (###) ###-#### Optional

PRIMARY EMAIL:

DELIVERY METHOD: Send Mail Send Email

SELECT EMAIL TYPE: ▼

UN-ENROLL:

Profile Management

- Manage My Profile**
Maintain your personal details and payment information
- Manage Password & Email**
Change your password and update your email address
- Manage Accounts**
Use this form to add or delete accounts
- Manage Recovery**
Use this form to add or modify your registration option

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*Please be aware that by checking the “Un-enroll” option you will delete your user profile. If you change your mind at a later date, you can always register again in the future with a new username.

Why am I not receiving monthly email alerts in my inbox?

Check your Spam or Junk Mail folder. Your email system may not recognize or allow delivery. You can usually add the domain name dmcilink.com to your “Safe Senders” list to allow delivery.

I usually mail my payment to Liberty. Can I still mail my payment if I register for paperless billing?

Yes. After you have registered for paperless billing, please print the coupon portion of your bill, fill in amount enclosed, include your payment and send it to the address on the payment coupon. If this will be a monthly routine, you may want to consider selecting both the send email and send mail options on your User Profile page.

Registered User: Viewing, Printing, Downloading Bills

How do I view my bill history?

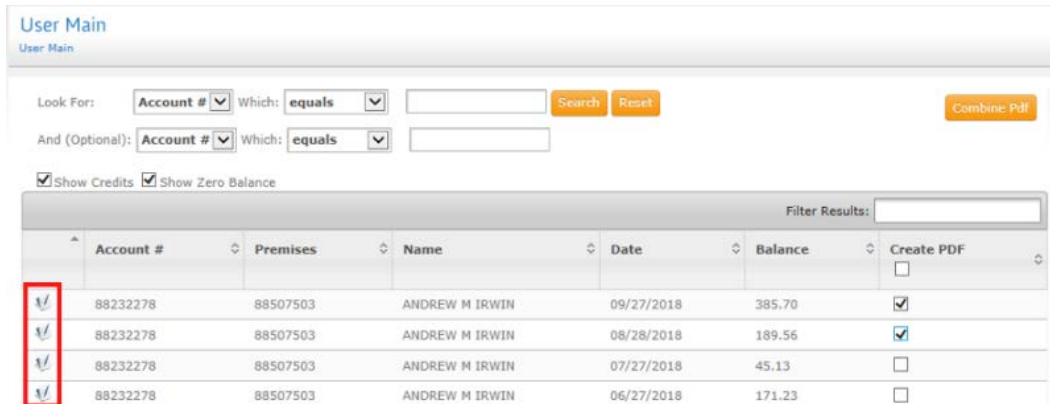
Log into your paperless billing account. Your bill history will appear on the User Main page.

I have multiple premises under my name. How do I view bills for just one premise at a time?

Log into your paperless billing account. You can view by filtering the “Premises” column heading or using the search function.

How do I print bills?

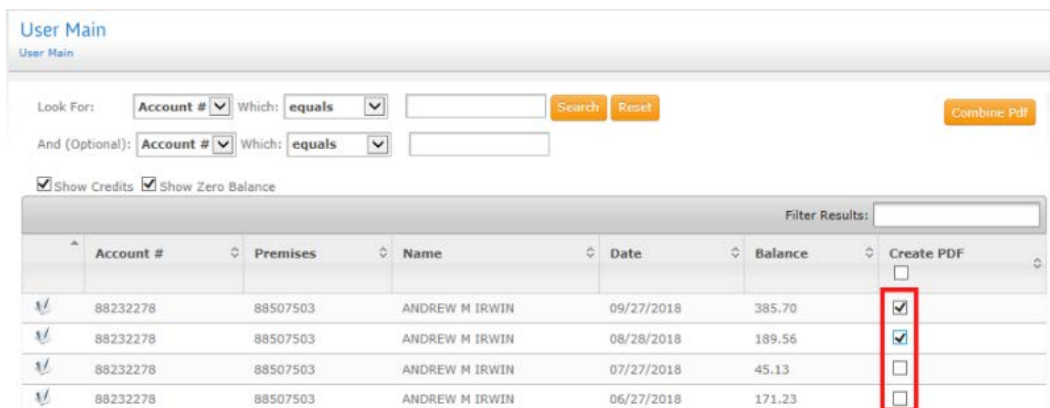
Click the “View Statement” icon in the far-left column on the “User Main” page of the paperless billing website. The document will appear on the screen. Print the screen as you usually would from your web browser or click PDF and a PDF image will appear that you can save and print.



The screenshot shows the 'User Main' page with a search bar and a table of bills. The table has columns for Account #, Premises, Name, Date, Balance, and Create PDF. A red box highlights the 'View Statement' icons in the first column of the table.

Account #	Premises	Name	Date	Balance	Create PDF
88232278	88507503	ANDREW M IRWIN	09/27/2018	385.70	<input checked="" type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	08/28/2018	189.56	<input checked="" type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	07/27/2018	45.13	<input type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	06/27/2018	171.23	<input type="checkbox"/>

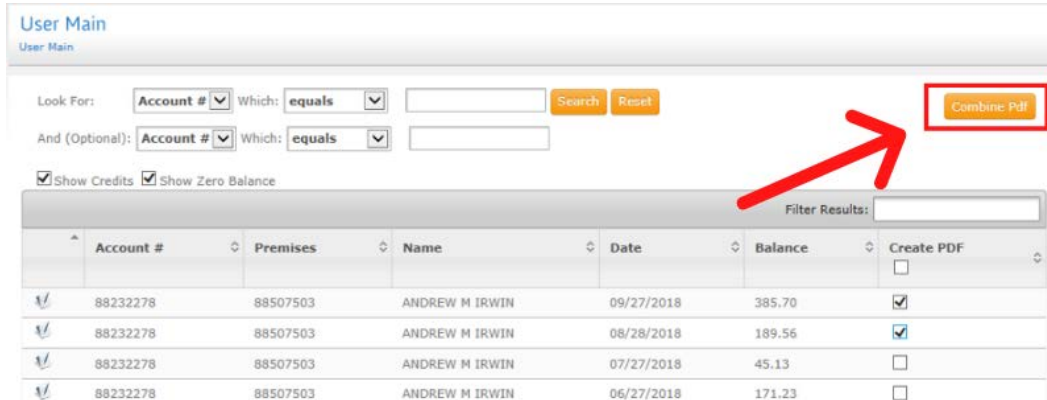
To select multiple bills, select each bill you wish to save or print by checking the column labeled “Create PDF.”



The screenshot shows the 'User Main' page with a search bar and a table of bills. The table has columns for Account #, Premises, Name, Date, Balance, and Create PDF. A red box highlights the 'Create PDF' checkboxes in the last column of the table.

Account #	Premises	Name	Date	Balance	Create PDF
88232278	88507503	ANDREW M IRWIN	09/27/2018	385.70	<input checked="" type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	08/28/2018	189.56	<input checked="" type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	07/27/2018	45.13	<input type="checkbox"/>
88232278	88507503	ANDREW M IRWIN	06/27/2018	171.23	<input type="checkbox"/>

Click "Combine PDF" to generate all of your selected bills. You can then manage them from Adobe Acrobat Reader or any other PDF viewer.



The screenshot shows the 'User Main' interface. At the top, there are search filters for 'Account #' and 'Which: equals'. Below the filters are checkboxes for 'Show Credits' and 'Show Zero Balance'. A table of bills is displayed with columns for Account #, Premises, Name, Date, Balance, and Create PDF. A red arrow points to the 'Combine PDF' button in the top right corner.

	Account #	Premises	Name	Date	Balance	Create PDF
<input checked="" type="checkbox"/>	88232278	88507503	ANDREW M IRWIN	09/27/2018	385.70	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	88232278	88507503	ANDREW M IRWIN	08/28/2018	189.56	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	88232278	88507503	ANDREW M IRWIN	07/27/2018	45.13	<input type="checkbox"/>
<input checked="" type="checkbox"/>	88232278	88507503	ANDREW M IRWIN	06/27/2018	171.23	<input type="checkbox"/>

What do I do if I have questions about my bill?

If you have billing questions, please contact Customer Care at 1-800-782-2506.

I'd prefer not to receive my monthly bill as an attachment. Are there any other options?

If you no longer wish to receive your monthly bill as an attachment, please click your "My Profile" link on your User Main homepage of the paperless billing website. Then, under the "Select Email" drop down options, change "PDF" to "URL." Rather than sending your bill as an attachment, the URL option will send you a link to the paperless billing website via email to log in and view your statement.

Profile Maintenance
User Main >> Profile Maintenance

My Profile
Your privacy is important to us. We will not share your personal information.

FULL NAME: required

PHONE #: (###) ###-#### Optional

MOBILE PHONE #: (###) ###-#### Optional

PRIMARY EMAIL:

DELIVERY METHOD: Send Mail Send Email

SELECT EMAIL TYPE: URL

UN-ENROLL:

[Save](#) [Cancel](#)

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Profile Management

Manage My Profile
Maintain your personal details and payment information

Manage Password & Email
Change your password and update your email address

Manage Accounts
Use this form to add or delete accounts

Manage Recovery
Use this form to add or modify your registration option



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Can I pay my bill on the paperless billing website?

Yes. You are able to make a one-time payment using our online payment service provided by Kubra EZ Pay by clicking "Pay My Bill" on the paperless billing login screen or, once you have logged in, you can click "Pay My Bill" on the User Main page.

Liberty™

Home Frequently Asked Questions Contact Us New User Register Here


Secure Login

Username:


Password:

[Login](#)


[Forgot Password](#)




Liberty™



[Pay My Bill](#)



[Understanding My Bill](#)



[Energy Efficiency Resources](#)

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Alternatively, once you have logged in to your paperless billing account, you can click "Pay My Bill" on the User Main page. Paperless billing allows you to receive your statements electronically. It does not sign you up for automatic payments.



To enroll in automatic payments, please complete the application on the Liberty website and mail to the address provided. You can access the automatic payments application by clicking "Automatic Payments" under the Customer Service dropdown on the Liberty website. Or enroll for automatic payments, click [HERE](#).

If you usually mail in your payments, you can continue to do so. Please print the coupon portion of your bill, fill in the amount enclosed, include your payment, and send to the address on the payment coupon.

Why isn't my most current payment showing on my most recent bill?

Your paperless billing account provides a historical snapshot of your monthly bill and will not reflect current changes, payments, etc. made after the current billing cycle. Always refer to your most recent monthly bill for an accurate statement balance at the conclusion of your billing cycle. Please contact Customer Care for your most current account balance toll free at 1-800-782-2506.