

myAccount Customer Portal

User Guide | 2025

*This document is set out to assist you with navigating my**Account**. If you require additional assistance, please contact portalsupport@mcdougallenergy.com.*

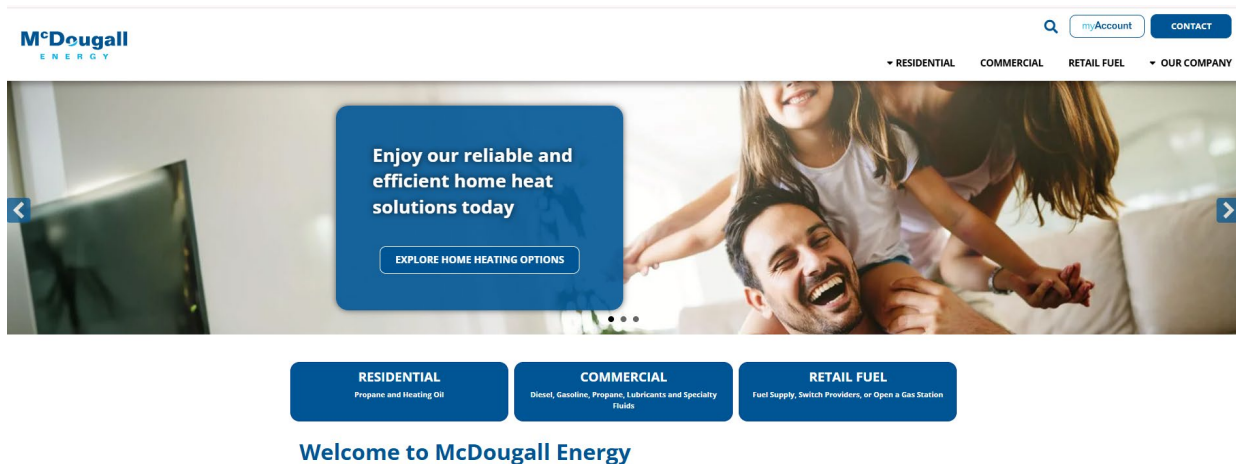
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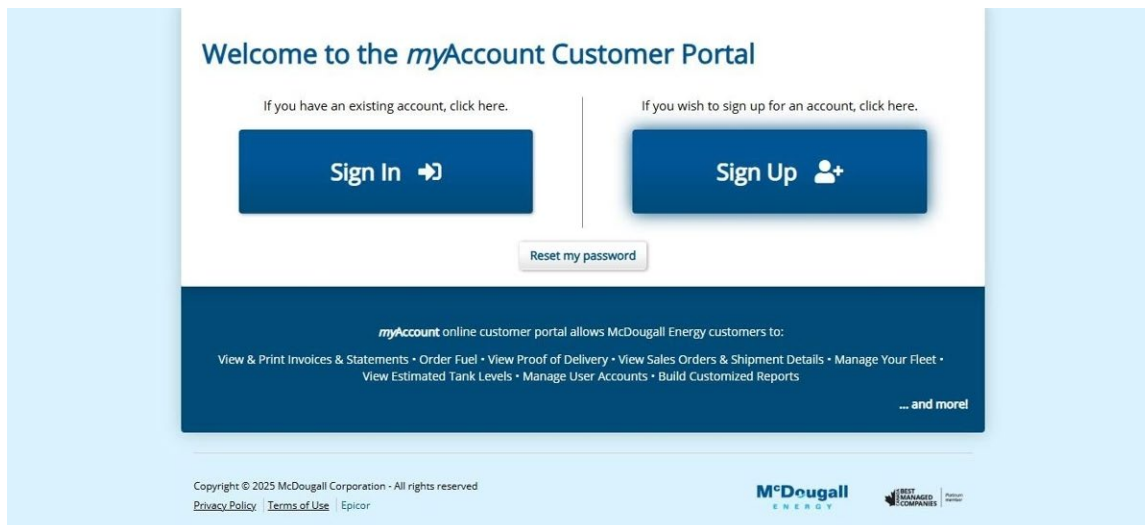
Register for myAccount

To register for the myAccount customer portal, you must be a **current account holder** with McDougall Energy. The sign-up page can be found at: <https://www.mcdougallenergy.com/> or www.mcdougallenergy.com/myaccount

1. Once you are on the McDougall Energy website, please click the “myAccount” Button located in the top right corner or visit the myAccount portal: www.mcdougallenergy.com/myaccount.



2. You will be brought to the following page.



3. Click “Sign Up.”

McDougall ENERGY myAccount

Welcome to the myAccount Customer Portal

If you have an existing account, click here.

Sign In →

If you wish to sign up for an account, click here.

Sign Up +

Reset my password

myAccount online customer portal allows McDougall Energy customers to:

View & Print Invoices & Statements • Order Fuel • View Proof of Delivery • View Sales Orders & Shipment Details • Manage Your Fleet • View Estimated Tank Levels • Manage User Accounts • Build Customized Reports

... and more!

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McDougall ENERGY BEST MANAGED COMPANIES

To sign up you must already be a McDougall Energy Customer. Ensure to have your Customer ID available for an easy sign-on. This can be found on your most recent invoice, customer statement or delivery slip.

4. Enter your “Customer ID” and either a recent invoice number or your primary contact telephone number. Then click “Submit.”

McDougall ENERGY myAccount

Verify Customer ID and either Phone Number or Recent Invoice Number

To register, please provide your **Account Number/Customer ID** and either your primary **phone number** or a recent **invoice number**.

Customer Statement: [Click here](#) for a statement example.

Invoice: [Click here](#) for an invoice example.

Delivery Slip: [Click here](#) for a delivery slip example.

Account Number / Customer ID

Phone Number

- OR -

Invoice Number 1000000 / AR00000001

By clicking submit, you are accepting the terms and conditions located [here](#).

← Back Submit →

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McDougall ENERGY BEST MANAGED COMPANIES

- If your account has been found, a “great news” message will pop up. Click “Click here to continue.”



Great News!

Your account has been verified and you're set up with an account for our myAccount Customer Portal. Please click the button below to complete the login process.

Click **here** to continue

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- Before entering a password, you will need to verify your email address. Enter your email in the “Email Address” field & click “Send verification code.”



Go back

Send verification code

New Password

Confirm New Password

Create Cancel

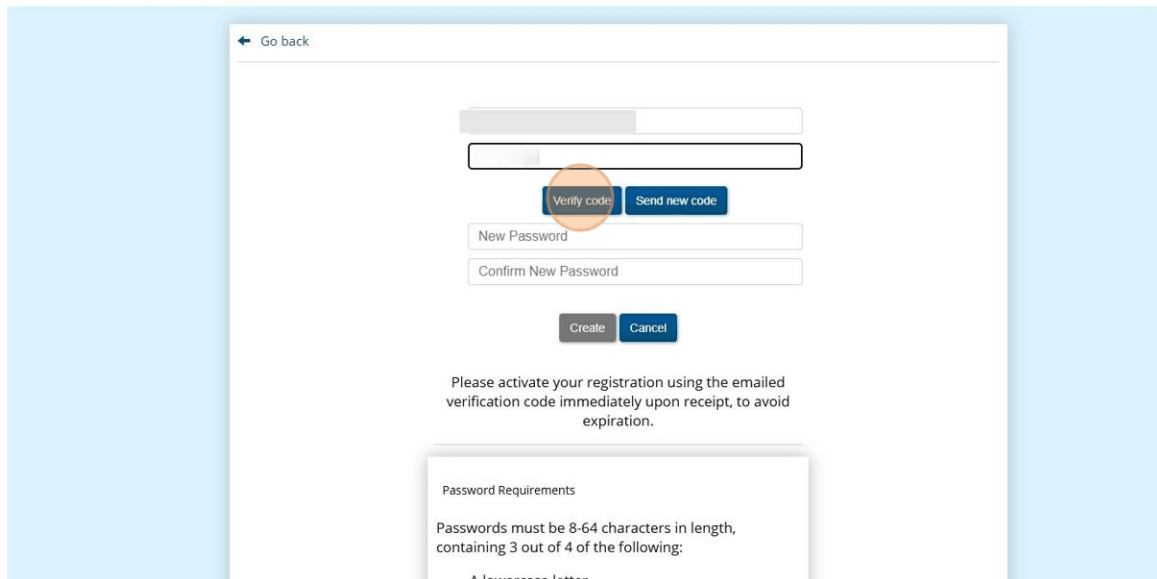
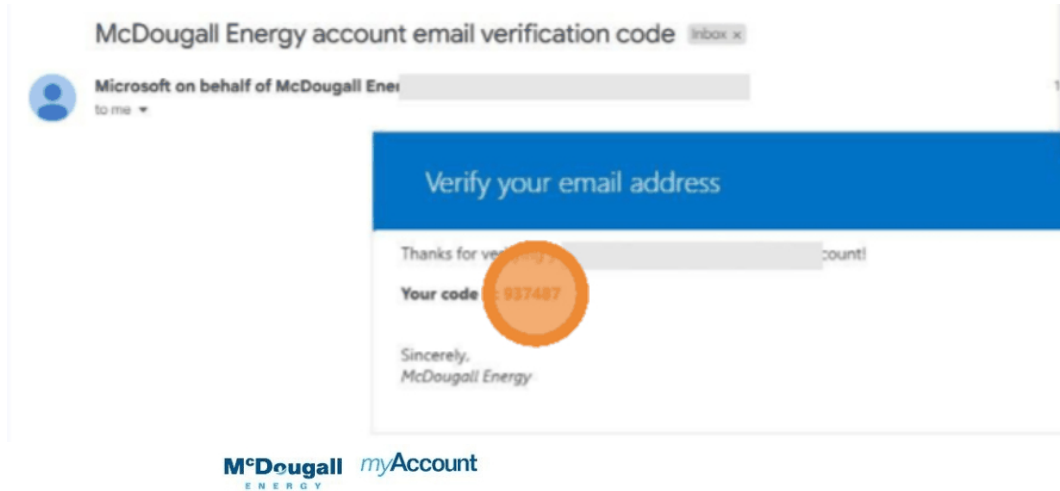
Please activate your registration using the emailed verification code immediately upon receipt, to avoid expiration.

Password Requirements

Passwords must be 8-64 characters in length, containing 3 out of 4 of the following:

A lowercase letter
An uppercase character
A number (0-9)

7. Shortly after, you will receive an email from McDougall Energy in your inbox that will contain your verification code. Copy and paste your verification code into the Verification Code field & click "Verify Code." *Do not close the browser window for myAccount when accessing your email.



Tip! If you close your browser window to myAccount, you will need to click "Send New Code" before you are able to move onto the next step & create a password.

8. Once your email has been verified, create a password using the details found on the “Password Hint” section and click “Create.”

Go back

Change e-mail

Create Cancel

Please activate your registration using the emailed verification code immediately upon receipt, to avoid expiration.

Password Requirements

Passwords must be 8-64 characters in length, containing 3 out of 4 of the following:

- A lowercase letter
- An uppercase characters
- A number (0 - 9)
- One special character, such as ! @ or ^

9. You are now ready to log in and begin using myAccount! Ensure that you keep your username (email address associated with your account) and password in a secure location for use when logging in to your account.

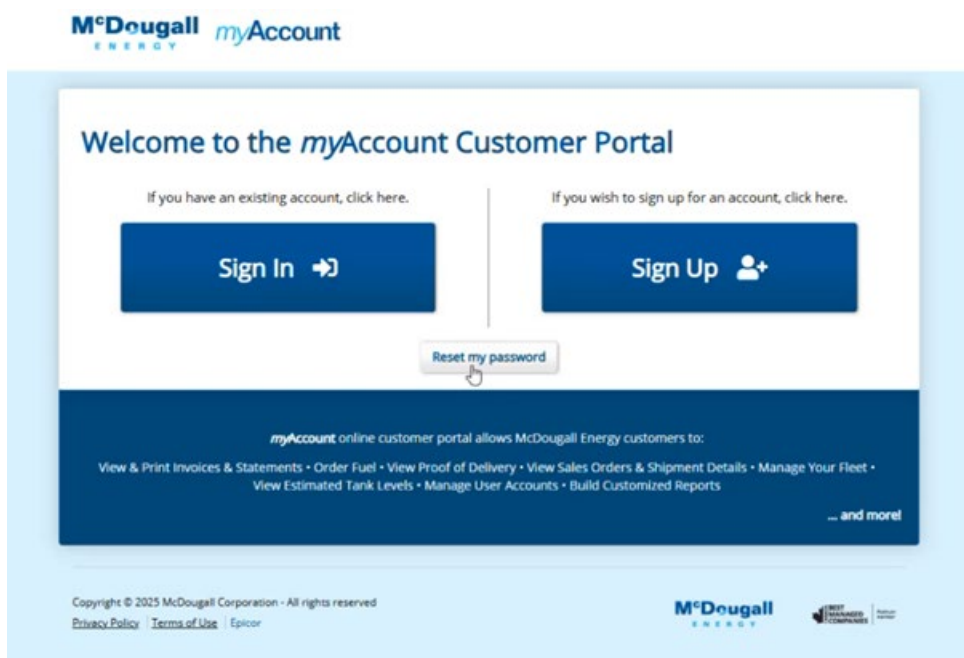
Any time you are looking to log in to the myAccount portal, please utilize the following link www.mcdougallenergy.com/myaccount & click “Sign In.”

Encountering Errors when trying to Register

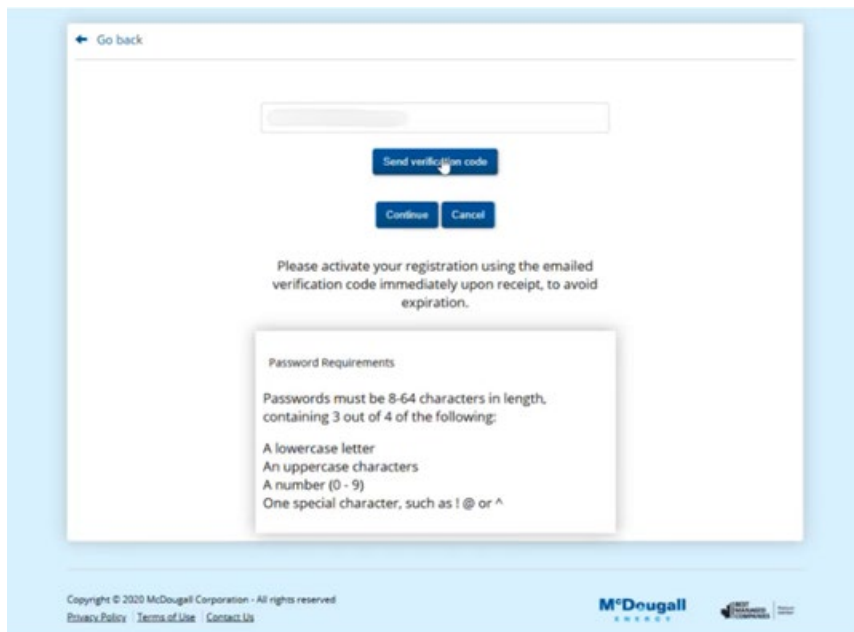
If you are trying to register for my account and are receiving an error message, please contact portalsupport@mcdougallenergy.com.

Change your Password

1. Navigate to myAccount. Click the “reset my password” button.



2. Please enter your email address into the highlighted field. Confirm that you are entering the email address linked to your current account. click on the “Send verification code” button.



3. You will receive an email to the associated email from “Microsoft on behalf of McDougall Energy” with your verification code. Please make a note or copy the code for use in the next step.
4. Input the code that was sent to your email into the "Verification code" field. Ensure that no additional spaces are added and that the code matches the one in the email. Click “Verify Code.” Once the code has been verified, click “Continue”

5. Once your email has been verified, create a password using the details found in the “Password Hint” section. Click “Continue” to save your new password. Your password has been updated, and you can proceed by signing in to your account using your new password.

Order Fuel

- Once you sign in, you will be directed to the homepage of myAccount. Click the "Order Fuel" button located on the screen to start the process.

Balance Summary

Current Balance

\$370.57

Payment Due: **Past Due**

RECENT ACTIVITY	
Balance Forward	\$370.57
New Charges this month	\$0.00
Payments Received	\$349.37

[See More](#)

[Order Fuel](#) [Payment Options](#)

Did you know you can view & monitor your estimated fuel supply?

Switch to automatic delivery by [contacting us](#) or calling [1-800-450-4500](#) and start monitoring your estimated fuel levels today!

As a non-automatic delivery customer, a **minimum order of 450L** is required. Any order below the minimum may be subject to a **Low Volume Fee** as of April 8, 2022.

myAccount Details

Account Status: ACTIVE

Manage my Account and Mailing Options [Update](#)

Payment Options [Update](#)

- Click the "Location" dropdown to select the location you'd like to order fuel.

M^cDougall ENERGY myAccount

Notices Help Log out

Home Invoices Statements Deliveries myAccount Contact

Order Fuel [Delivery History](#)

A Low Volume Fee will be charged to any orders below 60% of your tank's capacity or 450L, whichever is smaller.

To place a fuel order, please provide us with the following information:

Location **MAIN - Diesel Dyed**

Please note that **delivery dates vary by region**. Exact timing of your delivery depends on when your request is submitted relative to delivery schedules. As a result, delivery may occur 5-7 business days after your request is submitted.

Type of Products: ☒ Fuel

Current Estimated Fuel Level N/A

If you'd like to see an estimate of your current fuel level, register for Automatic Delivery and be covered by our No Run Out Guarantee.

Product DIESEL DYED - 10000018

Fill Tank ☐

- OR -

Litres Needed

Minimum of 450L required (or less than 60% of your tank's capacity)

Current Tank Level (%)

Please indicate the percentage of

- Click the "Fill Tank" field or enter the amount of fuel needed if known in the "Litres Needed" section.

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Order Fuel

Delivery History

A Low Volume Fee will be charged to any orders below 60% of your tank's capacity or 450L, whichever is smaller.

To place a fuel order, please provide us with the following information:

Location: MAIN - Diesel Dyed

Please note that **delivery dates vary by region**. Exact timing of your delivery depends on when your request is submitted relative to delivery schedules. As a result, delivery may occur 5-7 business days after your request is submitted.

Type of Products: ☒ Fuel

Current Estimated Fuel Level: N/A

If you'd like to see an estimate of your current fuel level, register for Automatic Delivery and be covered by our No Run Out Guarantee.

Product: DIESEL DYED - 10000018

Fill Tank: ☒

- OR -

Litres Needed:

Minimum of 450L required (or less than 60% of your tank's capacity)

Current Tank Level (%):

Please indicate the percentage of product you suspect remains in your tank at time of order.

Important Note: If you are an Automatic delivery customer, the only option available will be "Fill Tank." Please select this option if this pertains to you.

- Enter the current estimated tank level (percentage).

Type of Products: ☒ Fuel

Current Estimated Fuel Level: N/A

If you'd like to see an estimate of your current fuel level, register for Automatic Delivery and be covered by our No Run Out Guarantee.

Product: DIESEL DYED - 10000018

Fill Tank: ☒

- OR -

Litres Needed:

Minimum of 450L required (or less than 60% of your tank's capacity)

Current Tank Level (%):

Please indicate the percentage of product you suspect remains in your tank at time of order.

If your request is urgent, please contact the location nearest you. [Find a Location](#)

[Submit Order](#)

5. Once you have confirmed your information above is accurate, please click the "Submit Order" button.

Type of Products:

☒ Fuel

Current Estimated Fuel Level

N/A

If you'd like to see an estimate of your current fuel level, register for Automatic Delivery and be covered by our No Run Out Guarantee.

Product

DIESEL DYED - 10000018

Fill Tank

☒

- OR -

Litres Needed

Minimum of 450L required (or less than 60% of your tank's capacity)

Current Tank Level (%)

Please indicate the percentage of product you suspect remains in your tank at time of order.

If your request is urgent, please contact the location nearest you.

[Find a Location](#)

Submit Order

If there is already an open order associated with your account, the details will appear in the section below.

Current Tank Level (%)

Please indicate the percentage of product you suspect remains in your tank at time of order.

If your request is urgent, please contact the location nearest you.

[Find a Location](#)

Submit Order

Open Orders:

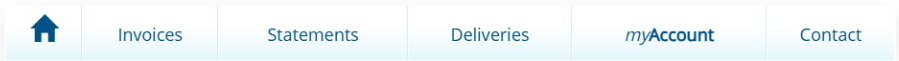
Ship To: 241312 - Furnace Oil
Order #

Order Date: June 02, 2025

Ship To: 241312 - Furnace Oil
Order # :

Order Date: May 28, 2025

6. Once your order is submitted, a successful screen will be displayed, confirming that your order is being processed & you will receive an order confirmation email in the inbox associated with your account, confirming your request.



Order Fuel







Delivery History

Success, your order is currently being processed!

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Confirmation: Order Request

ReplyReply AllForward

Thu 5/29/2025 11:16 AM

Thank you for your order with McDougall Energy. We take pride in delivering reliable, safe, and efficient service to meet your energy needs.

Order Summary Details
Location: 100 Example Road
Product: 800L of PROPANE
Order Date: April 1, 2025

Important Information:

- Delivery may take 5-7 business days due to defined delivery routes and schedules in your region.
- As stated on the Order Fuel page in myAccount, a Low Volume Fee will be charged to any orders below 60% of your tank's capacity or 750L, whichever is smaller.

If you have any questions about your order or delivery schedule, please contact our team at portalsupport@mcdougallenergy.com. For more information, including updates and order history, visit our **myAccount** portal.

Thank you for choosing McDougall Energy for your fuelling needs!

mcdougallenergy.com
[1 \(800\) 461-0512](tel:18004610512)

Register a Credit Card

1. Navigate to the homepage of myAccount & click the "Payment Options" button.

Balance Summary

Current Balance
\$0.00

Payment Due: N/A

RECENT ACTIVITY	
Balance Forward	\$0.00
New Charges this month	\$0.00
Payments Received	\$0.00

[Order Fuel](#) [Payment Options](#)

Did you know you can view & monitor your estimated fuel supply?
Switch to automatic delivery by [contacting us](#) or calling 1-800-450-4500 and start monitoring your estimated fuel levels today!
As a non-automatic delivery customer, a **minimum order of 450L is required**. Any order below the minimum may be subject to a Low Volume Fee as of April 8, 2022.

myAccount Details
Account Status: ACTIVE

Manage my Account and Mailing Options [Update](#)

[Payment Options](#) [Update](#)

2. If your account has been given access to register a credit card, you will see the Credit Card Registration section on the Payment Options screen. Please click the "Register Credit Card" button.

Payment Options

McDougall Energy customers can choose from a variety of payment methods, including:

- Credit Card
- Pre-authorized payments
- Online Banking: Online payment through your financial institution
- In Person: At your local McDougall Energy Office

Accepted Credit Cards: **VISA** **MasterCard**

For Payments

* Credit card information is not needed for one-time payments; registration is not required.
To make a single, one-time payment with a credit card, click the button below.

[Make Credit Card Payment](#)

Credit Card Registration

* By registering a credit card, you are agreeing to a pre-authorized payment plan.
Customers can register their credit card with McDougall Energy with our secure registration process. To begin, please click the button below.

[Register Credit Card](#)

Current Payment Terms: N/A
For more information or to make changes to your payment options, please call 1-800-450-4500 or speak to a credit representative. Our hours of operation are, Monday to Friday, 9AM-5PM EST.

[Contact Us](#)

If you believe you should have access to register a credit card, but are unable to see the Credit Card Registration section on this page, please contact portalsupport@mcdougallenergy.com.

1. Click "See terms and conditions". Review the terms and conditions & click the "I agree to Terms and Conditions" field.

Register Credit Card

Prior to beginning the registration process, please read and agree to the Terms and Conditions below.

☐ By selecting this box, I agree to the following Terms and Conditions.

[See terms and conditions](#)

[Cancel](#)

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M^cDougall **myAccount**

Notices Help Log out

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- Complete all the required fields under “Billing Address” and click “Continue.” Please ensure the information matches the billing address associated with the Credit Card you are looking to register.

[See terms and conditions](#)

Billing Address

Given Name*

Surname*

Street Address*

City*

Province*

Postal Code*

Country*

Email

- Enter your Credit Card Number, Exp. Date (month/date) and Card Code (CVC) for the card you wish to register.

Register Credit Card

Beginning the registration process, I agree to the terms and conditions

Billing Address

Card Information

Card Number

Exp. Date *

Card Code

Please note we only accept Visa or MasterCard.

- Once the information is confirmed, please click the "Submit" button.

VISA 4007 0000 0002 7

Exp. Date 10/28 Card Code 110

Submit

- Once your Credit Card information has been submitted, a message should appear indicating that the Credit Card registration was successful. Click "Return."

ENERGY myAccount

Notices Help Log out

Home Invoices Statements Deliveries myAccount Contact

Register Credit Card

Your credit card has been successfully registered.

For more information, to process a payment or to make changes to your payment options, please call 1-800-456-1234 or speak to a credit representative. Our hours of operation are, Monday to Friday, 8AM-5PM EST.

Return


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McDougall ENERGY

ENERGY MANAGED COMPANIES

- When navigating back to the Payment Options screen, a red statement should appear, “**a credit card has already been registered for this account**” indicating that a Credit Card has been successfully registered to the account. After your Credit Card has been added, your payments will be made automatically on your next statement as per your preauthorized payment plan terms.

- In Person: At your local McDougall Energy Office

Accepted Credit Cards:  

For Payments

* Credit card information is not stored for one time payments, registration is not required.

To make a single, one-time payment with a credit card, click the button below.

[Make Credit Card Payment](#)

Credit Card Registration

* By registering a credit card, you are agreeing to a preauthorized payment plan.

A credit card has already been registered for this account.

If you wish to make changes, please contact one of our credit representatives at [redacted]

Customers can register additional credit cards with McDougall Energy with our secure registration process. To begin, please click the button below.

[Register Credit Card](#)

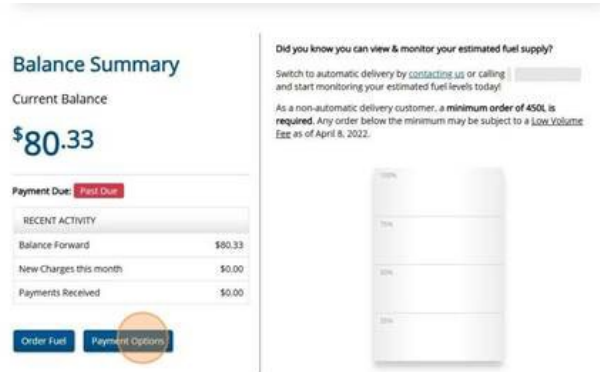
Current Payment Term: **N30**

For more information or to make changes to your payment options, please call [redacted] to speak to a credit representative. Our hours of operation are, Monday to Friday, 8AM-5PM EST.

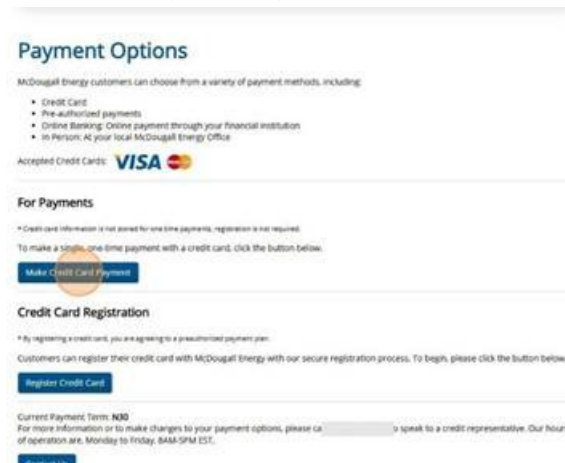
[Contact Us](#)

Make a Credit Card Payment

- On the home page of your account, click "Payment Options."

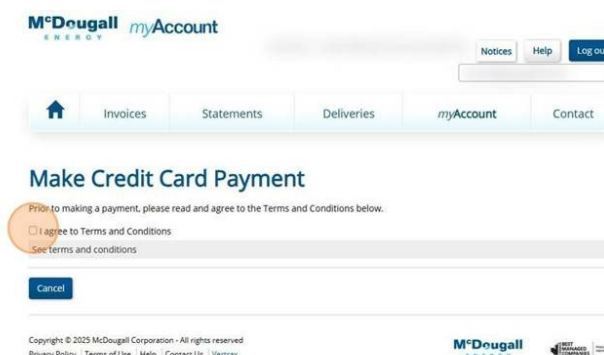


- If your account has been given access to pay via credit card, you will see the Make a Credit Card Payment section on the Payment Options screen. Click "Make Credit Card Payment".



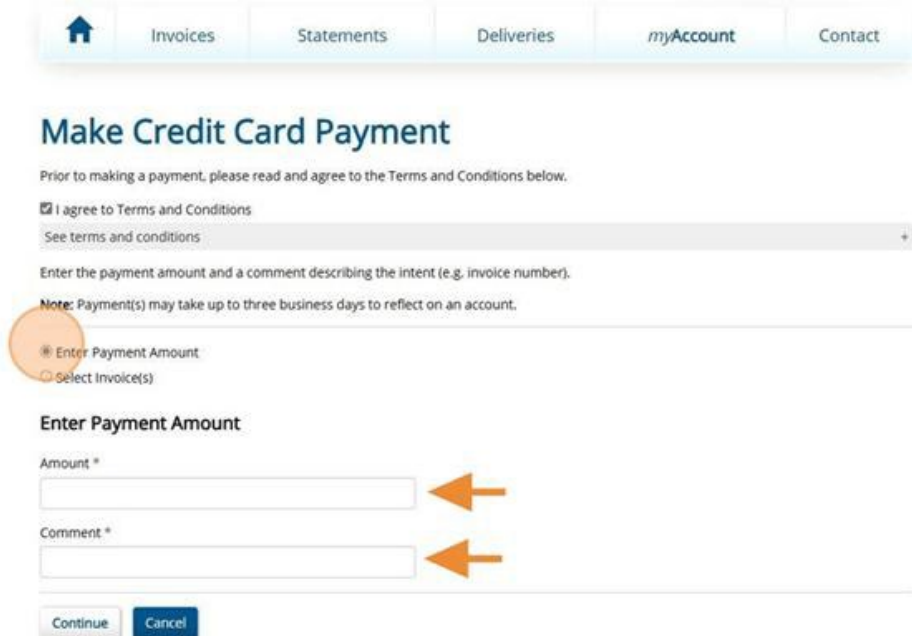
If you believe you should have access to pay via credit card, but are unable to see the Credit Card Payment section on this page, please contact portalsupport@mcdougallenergy.com

- Click "See terms and conditions". Review the terms and conditions & click the "I agree to Terms and Conditions" field.



- To make a custom amount payment, click "Enter Payment Amount" and complete the Amount field. Please enter a description of the payment in the comment field.

E.g. partial payment for invoice (000001)



Home Invoices Statements Deliveries myAccount Contact

Make Credit Card Payment

Prior to making a payment, please read and agree to the Terms and Conditions below.

☒ I agree to Terms and Conditions
See terms and conditions

Enter the payment amount and a comment describing the intent (e.g. invoice number).

Note: Payment(s) may take up to three business days to reflect on an account.

☒ Enter Payment Amount
☐ Select Invoice(s)

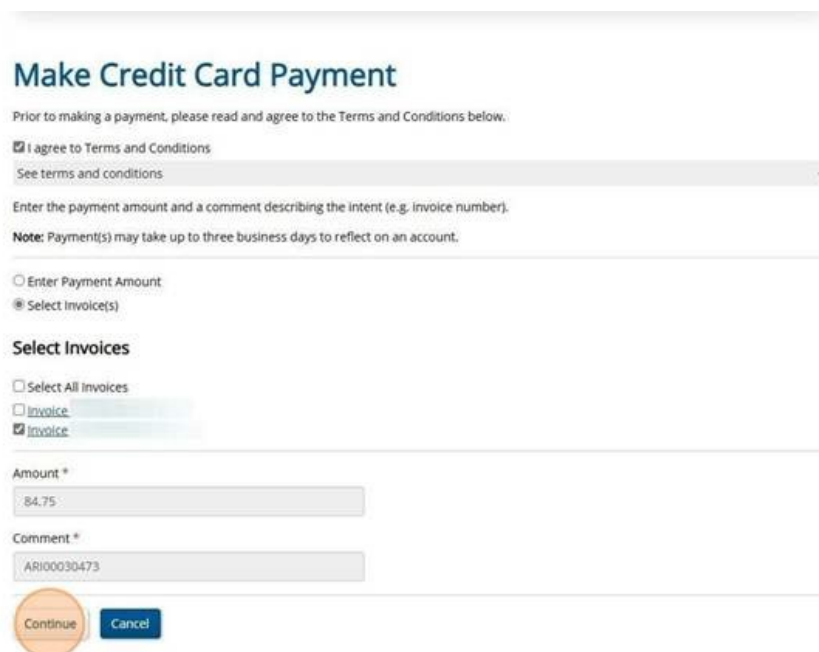
Enter Payment Amount

Amount *

Comment *

Continue Cancel

- To select a single or multiple invoice(s), click the checkbox(s) of the specific invoice(s) you would like to pay. Click "Continue" once you have made your selection.



Make Credit Card Payment

Prior to making a payment, please read and agree to the Terms and Conditions below.

☒ I agree to Terms and Conditions
See terms and conditions

Enter the payment amount and a comment describing the intent (e.g. invoice number).

Note: Payment(s) may take up to three business days to reflect on an account.

☐ Enter Payment Amount
☒ Select Invoice(s)

Select Invoices

☐ Select All Invoices

☐ Invoice
☒ Invoice

Amount *

84.75

Comment *

ARI00030473

Continue Cancel

- Complete the required fields for your billing address & click "Continue". Ensure the address matches the billing address associated with your Credit Card.

Given Name*

Surname*

Street Address*

City*

Province*


Postal Code*

Country*

Email

[Continue](#) [Back](#)

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McDougall ENERGY 

- Enter your Credit Card Number, Exp. Date* (month/date) and Card Code (CVC). Once you have entered your information and ensured it is correct, click "Submit".

 4007 0000 0002 7

Exp. Date *

Card Code

[Submit](#)

9. An email confirmation will be sent to you, and the screen below should indicate that a payment has been successfully processed.

Home Invoices Statements Deliveries myAccount Contact

Make Credit Card Payment

Your payment has been successfully processed.

Payments made will be reflected on your account within 3 business days.

Please save the following for your records.

Reference Number: 0
Date: 2025-04-02
Amount: \$4.75
Payment Note:

For more information, please call 1 (877) 849-2588 or speak to a credit representative. Our hours of operation are, Monday to Friday, 8AM-5PM EST.

[Return](#)

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M^cDougall ENERGY

Copy of the email:

JOHN DOE
Your payment was successfully submitted to McDougall Energy Inc.
Please note that it may take up to 3 business days for the payment to reflect on your account.

Please save the following for your records.

Bill: McDougall Energy Inc.
Account:
Amount: \$84.75
Date: 2025-04-02
Confirmation: 0
Note:

For further details, or to make changes to your account please call 1 (877) 849-2588.
Our hours of operation are 8am-5pm, Monday-Friday, Eastern Standard Time.

McDougall Energy Inc.
Station Tower, 421 Bay Street, Suite 301
Sault Ste. Marie, ON
P6A 1X3

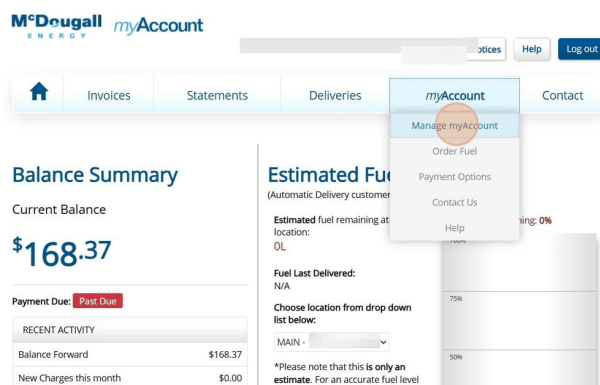
T: 1 (800) 461-0512
W: www.mcdougallenergy.com

M^cDougall ENERGY

Please note that payments may take up to 3 business days to reflect on myAccount.

Register for E-Billing Notifications

1. To sign up to receive electronic invoices or statements, navigate to "myAccount" in the header & click "Manage myAccount" tab in the drop-down options.



2. In the new page, click the "Send statements and invoices by email" field and then "Save Changes" to confirm your selection.

Go Paperless

If you wish to start receiving your invoices and statements by email, please confirm your contact details, check the "Go Paperless" box below, and click the "Save Changes" button.

If you have not received an Invoice or Statement within 30 days of choosing to "Go Paperless" please contact us at portalsupport@mcDougallenergy.com.

NOTICE: A fee applies to paper statements and invoices sent by regular mail.

☒ Send statements and invoices by email

Save Changes

3. If you wish to update a customer who is already registered under the Contact Details, click the "Update" button.

Contact Details

If you wish to change the email contacts associated with your account and where your Statements and Invoices are sent, please update your email information below.

First Name	Last Name	Email	Send Statement	Send Invoice	
First Name	Last Name		<input type="checkbox"/>	<input type="checkbox"/>	<div>UPDATE</div> <div>DELETE</div>

Add a new contact

- To send paperless statements or invoices, click the "Send Statements" and/or "Send Invoice" checkbox. Once you have confirmed your selection, click "save".

Contact Details

If you wish to change the email contacts associated with your account and where your Statements and Invoices are sent, please update your email information below.

First Name	Last Name	Email	Send Statement	Send Invoice	
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="test@mcdougallenergy.com"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="SAVE"/> <input type="button" value="DELETE"/>

- To add a **new contact** to the account to receive electronic copies of invoices and/or statements, click "Add a new contact."

Contact Details

If you wish to change the email contacts associated with your account and where your Statements and Invoices are sent, please update your email information below.

First Name	Last Name	Email	Send Statement	Send Invoice	
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value=""/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="UPDATE"/> <input type="button" value="DELETE"/>

- Complete the "First Name, Last Name & Email" field. Click "Send Statement" &/or "Send Invoice" depending on which you would like them to receive. Click "Submit" to finalize your changes. You have now successfully updated your account to send paperless invoices &/or statements.

New Contact

First Name

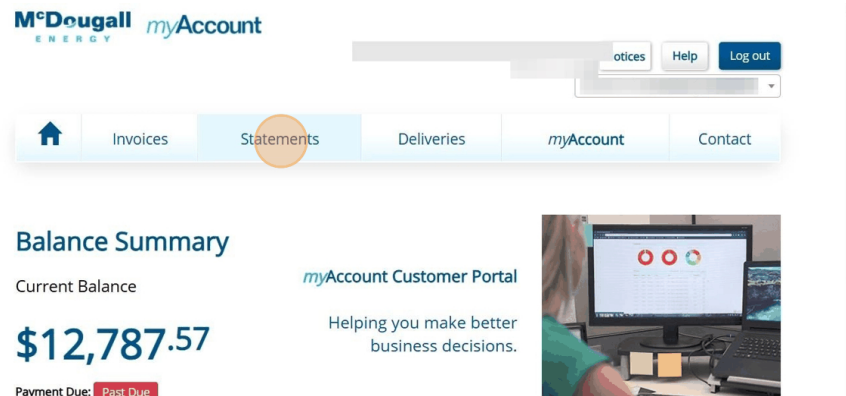
Last Name

Email

☒ Send Statement
 ☒ Send Invoice

Print Statements

- To view and print statements on the myAccount customer portal. Click the "Statements" header in the main navigation menu.



- Click the drop down to select the appropriate "Month" and "Year" of the statement you'd like to view. Once you have chosen your desired month, click "View."

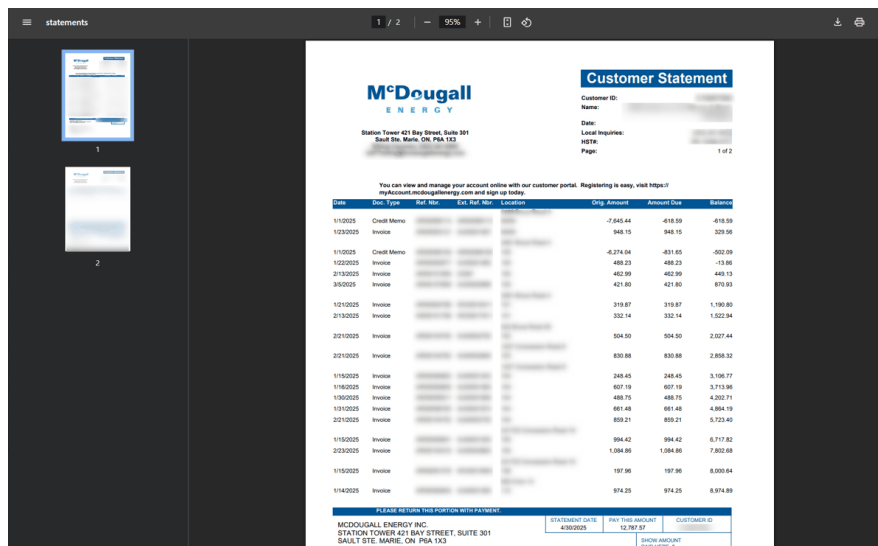
Statements

To view a Statement, select the month and year and click "View". The Statement may take time to load.

Understanding your Statement:

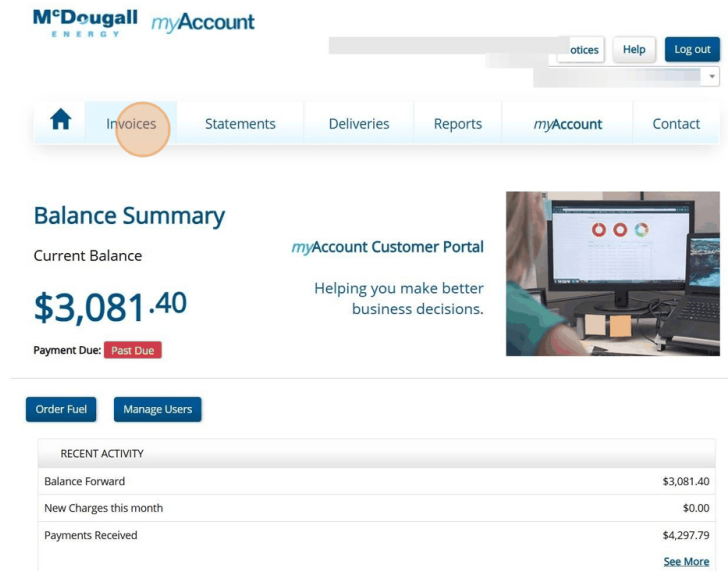
You will notice a horizontal table at the bottom of your Statement that reads "Invoice Aging as of May 12 2025". Invoice Aging is a reflection of your current outstanding balance as of the date you are viewing the Statement. The information included in the body of the Statement and under the "Balance" section will only reflect the activity within the month you are generating a Statement for.

- A new window will open in your browser. From here you can either save the statement to your device or print your statement as a PDF.



Print Invoices

1. To view and print Invoices on the myAccount customer portal. Click the "Invoices" header in the Main Navigation Menu.



The screenshot shows the myAccount customer portal interface. At the top, there's a header with the M^cDougall ENERGY logo and the myAccount text. Below this is a navigation bar with several tabs: Home, Invoices, Statements, Deliveries, Reports, myAccount, and Contact. The 'Invoices' tab is highlighted with an orange circle. To the right of the navigation bar, there are links for 'Notices', 'Help', and 'Log out'. Below the navigation bar, there's a 'Balance Summary' section showing a 'Current Balance' of \$3,081.40 and a 'Payment Due' status of 'Post Due'. To the right of the balance summary, there's a section for the 'myAccount Customer Portal' with the text 'Helping you make better business decisions.' and an image of a person using a computer. Below the balance summary, there are buttons for 'Order Fuel' and 'Manage Users'. At the bottom, there's a 'RECENT ACTIVITY' table showing a list of transactions.











RECENT ACTIVITY	
Balance Forward	\$3,081.40
New Charges this month	\$0.00
Payments Received	\$4,297.79

[See More](#)

2. Filter and navigate to the invoice you are looking for and click the "Print" icon next to the invoice number.

Summary

Export Summary: ☒ All ☐ Current Page ☒ CSV ☐ PDF [Export](#)

Invoice #	Date	Site	Quantity (L)	Subtotal	Total Tax	Total	Print	
	2025-02-21		1,008.9	\$610.39	\$220.49	\$830.88		<input type="checkbox"/>
	2025-02-14		699.3	\$420.98	\$152.55	\$573.53		<input type="checkbox"/>
	2025-02-13		562.2	\$340.13	\$122.86	\$462.99		<input type="checkbox"/>
	2025-02-13		403.3	\$244.00	\$88.14	\$332.14		<input type="checkbox"/>
	2025-02-10		1,276.1	\$766.93	\$278.22	\$1,045.15		<input type="checkbox"/>
	2025-01-31		841.3	\$481.23	\$180.25	\$661.48		<input type="checkbox"/>
	2025-01-30		623.4	\$355.34	\$133.41	\$488.75		<input type="checkbox"/>
	2025-01-28		1,339.4	\$763.46	\$286.63	\$1,050.09		<input type="checkbox"/>
	2025-01-23		1,195.6	\$691.05	\$257.10	\$948.15		<input type="checkbox"/>
	2025-01-22		613.9	\$356.06	\$132.17	\$488.23		<input type="checkbox"/>

Results: 10 21 - 30 of 62

« 1 2 3 4 5 6 7 »

3. A new window should open with your invoice copy. You can then save the invoice to your device or print your invoice.

McDougall
ENERGY

McDougall Energy Inc.
Station Tower 421 Bay Street, Suite 301
Sault Ste. Marie, ON P6A 1X3

Invoice

Reference No.:
Date: 02/14/2025
Due Date: 03/10/2025
Customer ID:
Currency: CAD
HST#:

BILL TO:		SHIP TO:				
CUSTOMER REF. NUMBER		TERMS		VENDOR REF.		
Auto-generated		10TH OF FOLLOWING MONTH				
SO TYPE	ORDER NUMBER	SHIPMENT NUMBER	LOCATION			
AU						
NO.	PRODUCT	DESCRIPTION	QTY.	UOM	UNIT PRICE	EXT. PRICE
1	10000026	PROPANE		LTR	0.60201	420.98
		Ontario Carbon Propane			0.12380	86.57
Taxes Sub-Total:					0.123800	86.57
Sub-Total:					0.72581	507.55

Print HST Summary Information

1. To access your HST Summary invoices on the myAccount customer portal. Click the "Invoices" header in the Main Navigation Menu.

The screenshot shows the myAccount Customer Portal interface. At the top, there's a navigation bar with links for Home, Invoices, Statements, Deliveries, Reports, myAccount, and Contact. The 'Invoices' link is highlighted. Below the navigation bar, the 'Balance Summary' section displays the current balance as \$3,081.40, with a payment due date of 'Fast Due'. To the right, there's a promotional banner for the myAccount Customer Portal. Below this, there are buttons for 'Order Fuel' and 'Manage Users'. The 'RECENT ACTIVITY' section shows a table with the following data:

RECENT ACTIVITY	
Balance Forward	\$3,081.40
New Charges this month	\$0.00
Payments Received	\$4,297.79


A 'See More' link is available at the bottom right of the recent activity table.

2. Select your start date and end date of the period you would like to see as well as specific sites or products.

The screenshot shows the 'Invoices' section of the myAccount portal. It includes a search filter section with fields for Start Date, End Date, Site, and Product. Below this, there's a 'Summary' table with columns for Invoice #, Date, Site, Quantity (L), Subtotal, Total Tax, and Total. The table is filtered to show invoices from 2025-01-01 to 2025-01-31. The 'Export Summary' section allows users to export the data as CSV or PDF. The table contains the following data:

Invoice #	Date	Site	Quantity (L)	Subtotal	Total Tax	Total
AP	2025-01-01	MAIN - 76	4.0	\$500.00	\$65.00	\$565.00
AR	2025-01-01	MAIN - 76	1.0	\$230.00	\$29.90	\$259.90
AR	2025-01-01	MAIN - 76	1.0	\$28.10	\$3.65	\$31.75
AP	2025-01-01	MAIN - 76	1.0	\$28.10	\$3.65	\$31.75
AP	2025-01-01	MAIN - 76	1.0	\$0.00	\$0.00	\$0.00
AP	2025-01-01	MAIN - 76	3.0	\$0.00	\$0.00	\$0.00
AP	2025-01-01	MAIN - 76	1.0	\$28.10	\$3.65	\$31.75

- [illegible]

- 

McDougall Energy Inc.
 Station Tower 421 Bay Street, Suite 301
 Sault Ste. Marie, ON P6A 1X3
 HST#: BN 12098-5767

HST Invoice Summary

Customer ID: C
 Start Date: 2021
 End Date: 2021

Bill To

[Redacted]

Doc. Type	Document #	Document Date	Location Name	PO/BOL #	Line	Product	Quantity	Sub Total Tax	Tax Amount
Invoice	AR0000000000	2025-01-01	Furnace Oil		1	FURNACE OIL	1.00	Total Fuel Tax	\$0.00
								Total Before HST	\$
								Total HST	\$61.80
								Line Total	\$
								Invoice Total	
Invoice	AR0000000000	2025-01-01	Furnace Oil		1	HEATING OIL WATER HEATER RENTAL	1.00	Total Fuel Tax	\$0.00
								Total Before HST	\$
								Total HST	\$3.60
								Line Total	\$
								Invoice Total	
Invoice	AR0000000000	2025-01-01	Furnace Oil		1	OIL APPLIANCE ANNUAL MAINTENANCE	1.00	Total Fuel Tax	\$0.00
								Total Before HST	\$
								Total HST	\$29.90
								Line Total	\$
								Invoice Total	\$
Invoice	AR0000000000	2025-01-01	Furnace Oil		1	LABOUR CUSTOMER BILLABLE SERVICE	4.00	Total Fuel Tax	\$
								Total Before HST	\$
								Total HST	\$65.00
								Line Total	\$
								Invoice Total	\$

Summary Total

Total Before HST

HST Total \$167.65

Invoice Total

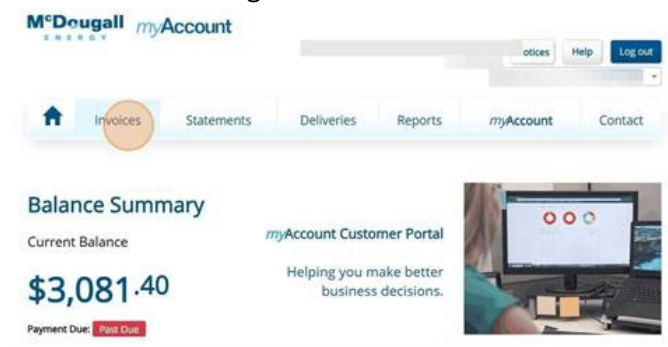
5. If you export the data as a .CSV file, it will automatically be downloaded to your computer. From there you will be able to calculate the HST total summary amounts using the column.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Invoice #	Date	Site	Quantity	Federal Tax	Carbon Tax	Provincial	GST/HST	Other Tax	Total Tax	Subtotal	Total	
2	ARI	07/2025	MAIN -	4	\$0.00	\$0.00	\$0.00	\$65.00	\$0.00	\$65.00			
3	ARI	07/2025	MAIN -	1	\$0.00	\$0.00	\$0.00	\$29.90	\$0.00	\$29.90			
4	ARI	07/2025	MAIN -	1	\$0.00	\$0.00	\$0.00	\$3.65	\$0.00	\$3.65			
5	ARI	07/2025	MAIN -	1	\$0.00	\$0.00	\$0.00	\$3.65	\$0.00	\$3.65			
6	ARI	07/2025	MAIN -	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
7	ARI	07/2025	MAIN -	3	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
8	ARI	07/2025	MAIN -	1	\$0.00	\$0.00	\$0.00	\$3.65	\$0.00	\$3.65			
9	ARI	07/2025	MAIN -	331.7	\$0.00	\$0.00	\$0.00	\$61.84	\$0.00	\$61.84			
10													
11													

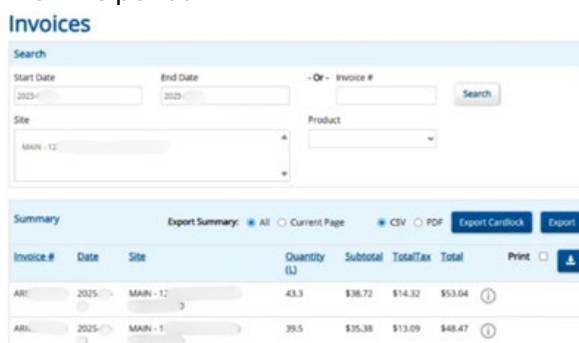
Print Detailed Cardlock Transactions

Please note that this report is only available to residential & commercial cardlock customers.

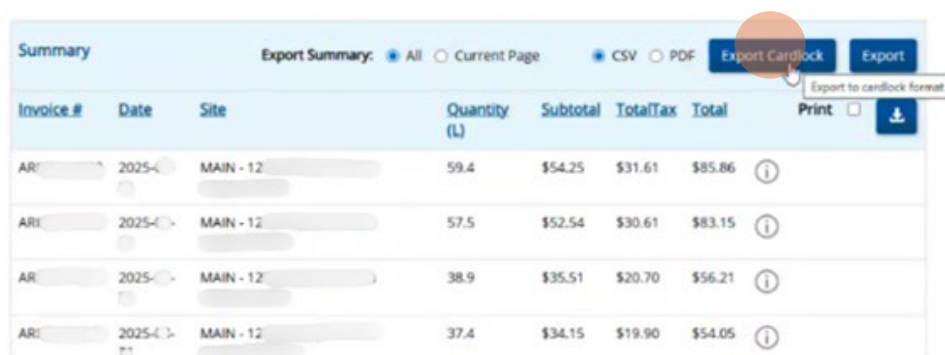
1. To access your detailed cardlock transaction information on myAccount, click the "Invoices" header in the main navigation menu.



2. Customize the "Start Date" and "End Date" to your desired time period. Once you have selected the dates you desire, click the "Search" button. This will populate all cardlock transactions from this time period.



3. Select the type of file you would like to export this data, either as a .CSV or .PDF file. After selecting the file type click the "Export Cardlock" button. The export will download to your device.



- We recommend exporting your cardlock report as a .CSV. This will give you additional options to filter though specific fleet cards or card types.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
InvoiceNumber	Date	Company	CardNum	Transacts	DriverId	UnitNum	Location	PickupLoc	City	Prod	Date	Time	Product	UnitPrice	Quantity	SubTotal	Federal	Carbon	Provincial	OtherTax	GST_HST	TotalTax	GrandTotal
ARI000107	1/12/2025	Happy		23697									REGULAR	0.9316	29.57	27.55	2.96	5.21	2.66	0	4.99	15.82	43.37
ARI0001	1/15/2025	Happy		162									REGULAR	0.9316	36.04	33.57	3.6	6.35	3.24	0	6.08	19.27	52.84
ARI0001	7/2/2025	Happy		91									REGULAR	0.9316	45.52	42.41	4.55	8.02	4.1	0	7.68	24.35	66.76
ARI00013	8/2/2025	Happy C		19									REGULAR	0.9327	40	36.91	4	7.54	3.4	0	6.7	21.34	58.25
ARI00013	1/2/2025	Happy C		1									REGULAR	0.9316	38.57	35.93	3.96	6.79	3.47	0	6.51	20.63	56.56
ARI00011	1/2/2025	Happy C		10									REGULAR	0.9316	49.9	46.49	4.99	8.79	4.49	0	8.42	26.69	73.18
ARI00011	1/2/2025	Happy C		19									REGULAR	0.9319	37.78	34.53	3.78	6.65	3.4	0	6.29	20.12	54.65
ARI000101	1/2/2025	Happy C		87									REGULAR	0.9404	49.16	46.23	4.92	8.66	4.42	0	8.35	26.35	72.58
ARI000105	1/2/2025	Happy C		106									REGULAR	0.9404	29.81	28.03	2.98	5.25	2.68	0	5.06	15.97	44
ARI000114	1/2/2025	Happy C		175									REGULAR	0.9404	28.4	19.18	2.84	3.59	1.84	0	3.46	10.93	30.11
ARI000107	1/2/2025	Happy C		155									REGULAR	0.967	33.72	32.61	3.37	5.94	3.03	0	5.84	18.33	50.79
ARI000109	1/2/2025	Happy C		435									REGULAR	0.9404	28.66	26.95	2.87	5.05	2.58	0	4.87	15.37	42.32
ARI0001148	1/2/2025	Happy C		847									REGULAR	0.9139	21.88	20	2.19	3.85	1.97	0	3.64	11.65	31.65
ARI0001138	1/2/2025	Happy C		363									REGULAR	0.9316	29.15	27.16	2.92	5.13	2.62	0	4.92	15.59	42.75
ARI0001120	1/2/2025	Happy C		361									REGULAR	0.9316	32.96	30.71	3.3	5.8	2.97	0	5.56	17.63	48.34
ARI0001148	1/2/2025	Happy C		448									REGULAR	0.9139	18.21	16.64	1.82	3.21	1.64	0	3.03	9.7	26.34
ARI0001093	1/2/2025	Happy		743									REGULAR	0.9404	46.95	43.31	4.61	8.11	4.14	0	7.82	24.68	67.99
ARI0001124	1/2/2025	Happy		925									REGULAR	0.9316	55.53	51.73	5.55	9.78	5	0	9.57	29.7	81.43
ARI0001080	1/2/2025	Happy		325									REGULAR	0.967	49.71	48.07	4.97	8.75	4.47	0	8.61	26.8	74.87
ARI0001080	1/2/2025	Happy		381									REGULAR	0.967	47.93	46.35	4.79	8.44	4.31	0	8.31	25.85	72.2
ARI0001095	1/2/2025	Happy		1610									REGULAR	0.9404	46.22	43.35	4.62	8.49	4.34	0	8.19	25.84	71.19
ARI0001124	1/2/2025	Happy		1994									REGULAR	0.9316	56.62	54.61	5.86	10.32	5.28	0	9.89	31.35	85.96
ARI000114	1/2/2025	Happy		2373									REGULAR	0.9404	56.2	51.91	5.52	9.72	4.97	0	9.38	29.59	81.5
ARI000112	1/2/2025	Happy		2044									REGULAR	0.9316	42.63	39.71	4.26	7.51	3.84	0	7.19	22.8	62.51
ARI000112	1/2/2025	Happy		2091									REGULAR	0.9316	45.57	42.45	4.56	8.02	4.1	0	7.69	24.37	66.42
ARI00011	1/2/2025	Happy		2147									REGULAR	0.9316	52.43	48.84	5.24	9.23	4.72	0	8.84	28.03	76.87
ARI00011	1/2/2025	Happy		2562									REGULAR	0.9139	26.94	24.62	2.69	4.74	2.42	0	4.48	14.33	38.95
ARI00010	1/2/2025	Happy		1301									REGULAR	0.967	45.36	43.86	4.54	7.99	4.08	0	7.86	24.47	68.33
ARI0001	1/2/2025	Happy		2229									REGULAR	0.9316	38.02	35.42	3.8	6.7	3.42	0	6.41	20.33	55.75
ARI0001	1/2/2025	Happy		2235									REGULAR	0.9316	67.84	63.29	6.79	11.96	6.11	0	11.46	36.32	99.61
ARI0001	1/2/2025	Happy		2191									REGULAR	0.967	19.82	19.17	1.98	3.49	1.78	0	3.43	10.98	29.85
ARI0001	1/2/2025	Happy		11422									REGULAR	0.9404	20.01	18.82	2	3.52	1.8	0	3.4	10.72	29.54
ARI0001	1/2/2025	Happy		2284									REGULAR	0.9327	38.37	35.4	3.64	6.76	3.45	0	6.43	20.48	55.88
ARI00010	1/2/2025	Happy		115									REGULAR	0.9404	68.7	64.61	6.87	12.1	6.18	0	11.67	36.82	101.43
ARI000107	1/4/2025	Happy		296									REGULAR	0.967	53.5	51.73	5.35	9.42	4.82	0	9.27	28.86	80.58

View Estimated Tank Levels

Currently, fuel level details are **only available to residential automatic delivery customers**. Customers with tank monitoring will see actual fuel levels while customers without tank monitors will see their estimated fuel levels.

1. Log into myAccount and visit the “Home” screen. Select the property/location for which you would like to view the “Estimated Fuel Level.” You will note the estimated fuel level by percentage as well as the Litre value.

The screenshot displays the M'Dougall myAccount interface. At the top, there's a navigation bar with 'Invoices', 'Statements', 'Deliveries', 'myAccount' (selected), and 'Contact'. Below this is a 'Balance Summary' section showing a current balance of \$0.00 and a payment due of N/A. The 'Estimated Fuel Level' section is highlighted, showing an estimated fuel remaining of 617.44L and 68% (indicated by an orange arrow). A fuel gauge graphic shows the tank is approximately 68% full. The 'myAccount Details' section at the bottom shows the account status as 'ACTIVE' and provides options to manage account and mailing options, and payment options.

Balance Summary
Current Balance
\$0.00
Payment Due: N/A

RECENT ACTIVITY	
Balance Forward	\$0.00
New Charges this month	\$0.00
Payments Received	\$683.77

[See More](#)

[Order Fuel](#) [Payment Options](#)

Estimated Fuel Level
(Automatic Delivery customers only)

Estimated fuel remaining at this location: **617.44L**

Fuel Last Delivered: February 25, 2025

Choose location from drop down list below:
MAIN -

*Please note that this is **only an estimate**. For an accurate fuel level reading, please refer to your tank gauge.

Estimated Remaining: **68%**

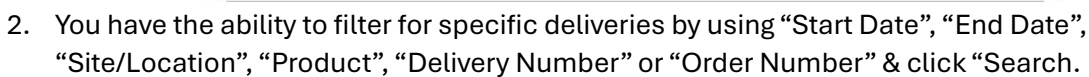
myAccount Details
Account Status: ACTIVE

Manage my Account and Mailing Options [Update](#)

Payment Options [Update](#)

SECURE VERIFIED & SECURED

1. To view details of deliveries in myAccount, click the "Deliveries" header in the main navigation menu.



Search

Start Date

2025-01-10

End Date

2025-07-10

Site

MAIN - 5
100 - 55
101 - 56
102 - 57

Product

- Or - Delivery #

- Or - Order #

Search







- For customers with multiple sites/locations & products, a visual doughnut graph comparing total product volume by site will populate.



- General delivery details will be made available under the “Summary” section of the Deliveries screen including Order #, Date, Site, Quantity in Litres & Delivery type. To view additional details on a specific delivery, please click the “i” Information icon.

Summary

Export Summary: ☒ All ☐ Current Page ☐ PDF ☒ CSV [Export](#)

Order #	Date	Site	Quantity (L)	Delivery Type	
WCO	202	102 - 5	2,700.1	Bulk	 View Details
PWL	202	100 - 5	107.8	Bulk	
PW	20	100 - 5	119.6	Bulk	
WCO	202	MAIN - 5	1,052.3	Bulk	
PWL	20	100 - 5	35.9	Bulk	
PWC	20	100 - 5	19.9	Bulk	

- Additional details such as “Part #”, “Product type”, and “Invoice #” will be made available. To view the invoice associated with your delivery, click the underlined invoice number.

Delivery Details

Delivery #:	WCO
Order #:	WCO
Customer #:	C1
Date:	2025-0
Site:	10

Products Summary

Part #	Product	Qty (L)
10000018	DIESEL DYED	2,700.1

Summary

Export Summary To: ☐ PDF ☒ CSV [Export](#)

#	Product	Qty (L)	Fleet	RFID	Invoice #
1	10000018 DIESEL DYED	2,700.1			<u>ABC</u>

