*my*Account Customer Portal

User Guide | *2025*

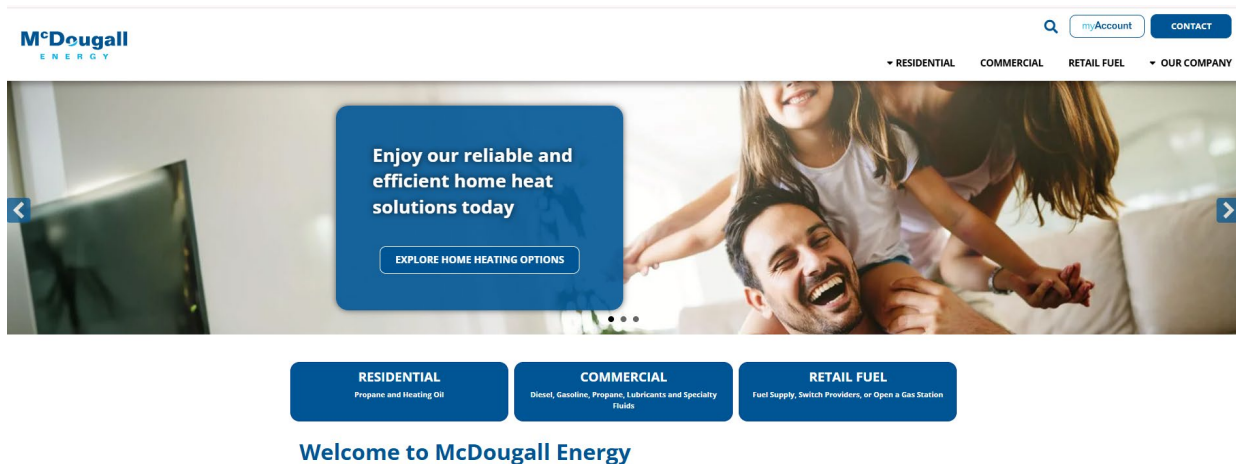*This document is set out to assist you with navigating my**Account**. If you require additional assistance, please contact portalsupport@mcdougallenergy.com.*
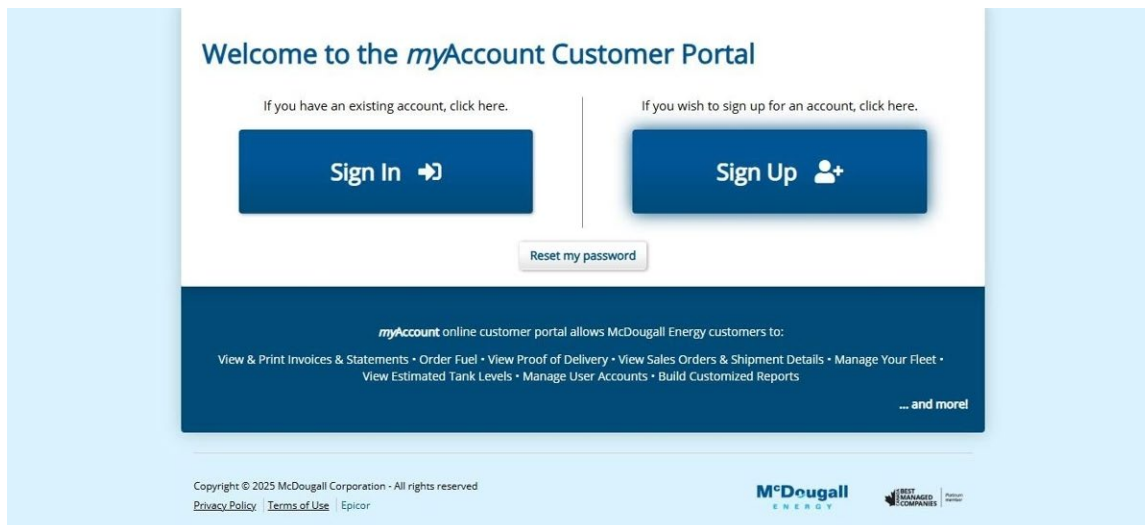
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Register for myAccount

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."

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."

5. If your account has been found, a "great news" message will pop up. Click "Click here to continue."

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

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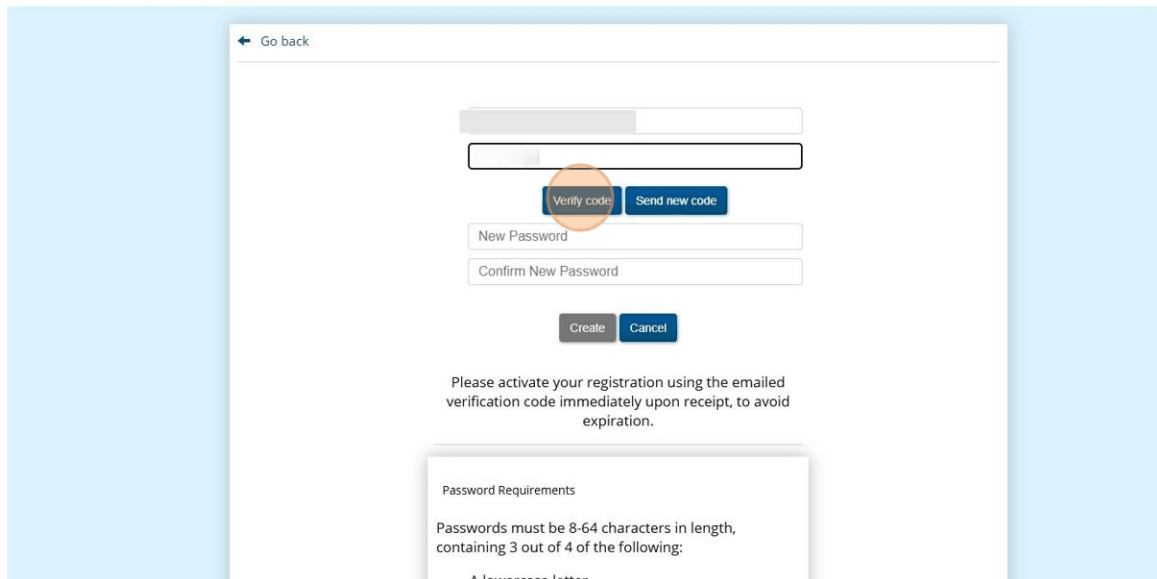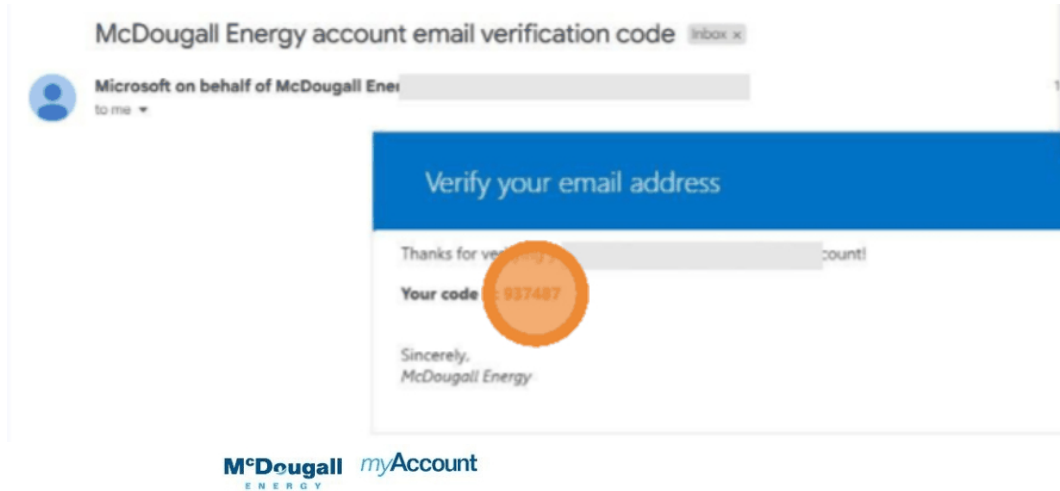
Tip! If you close your browser window to myAccount, you will need to click "Send New Code" before you are able to move onto the next step & create a password.

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

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.
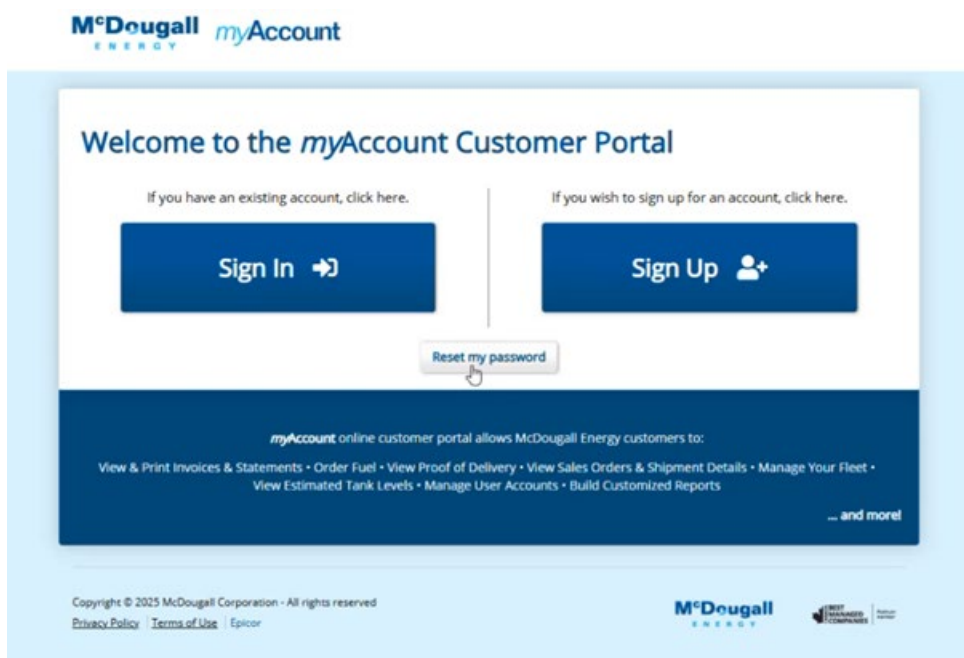
2. Please enter your email address into the highlighted field. Confirm that you are entering the email address linked to your current account. click on the "Send verification code" button.
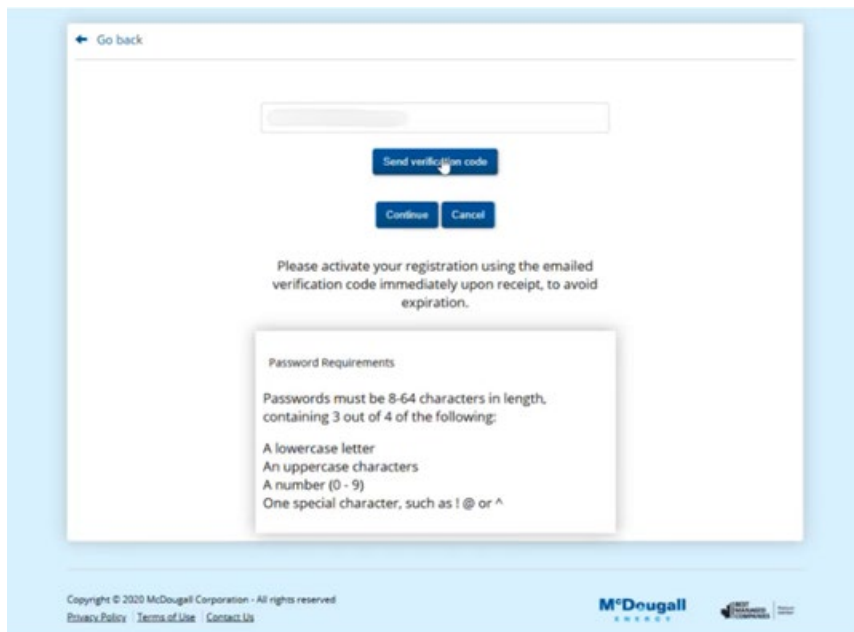
3. You will receive an email to the associated email from "Microsoft on behalf of McDougall Energy" with your verification code. Please make a note or copy the code for use in the next step.

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

1. 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.

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

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

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.

4. Enter the current estimated tank level (percentage).

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	0
Minimum of 450L required (or less than 60% of your tank's capacity)	
Current Tank Level (%)	10

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.

| 🏠 | Invoices | Statements | Deliveries | *my*Account | Contact |
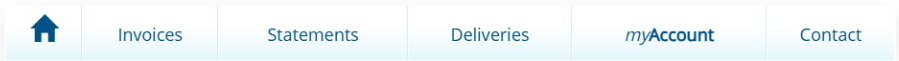
Order Fuel

Delivery History

Success, your order is currently being processed!

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McDougall ENERGY

BEST MANAGED COMPANIES | Platinum member

Confirmation: Order Request

☺ ↩ Reply   ↩ Reply All   → Forward   🔷   •••

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

Register a Credit Card

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

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.

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.

3. 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.

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

Please note we only accept Visa or MasterCard.

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

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

7. 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.

Make a Credit Card Payment

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

3. 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".
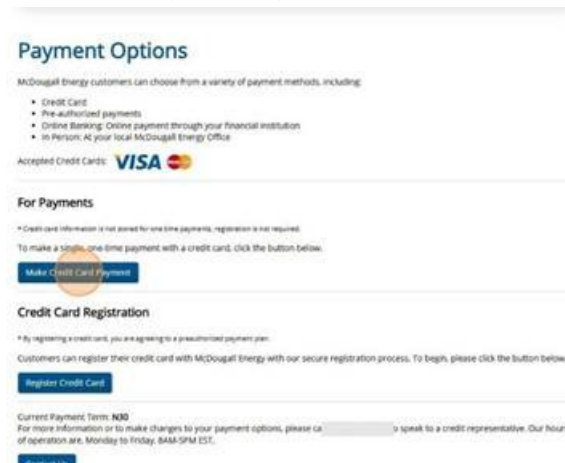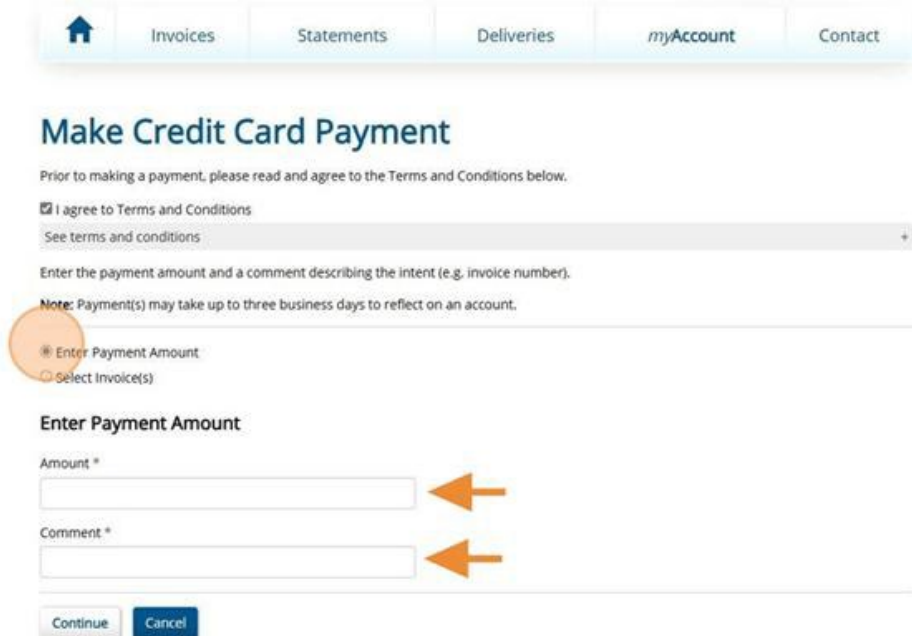
If you believe you should have access to pay via credit card, but are unable to see the Credit Card Payment section on this page, please contact portalsupport@mcdougallenergy.com

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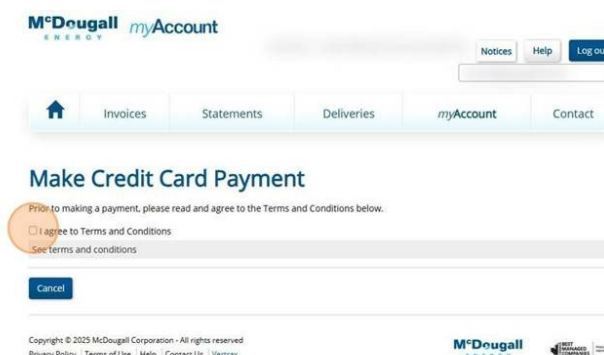
5. To make a custom amount payment, click "Enter Payment Amount" and complete the Amount field. Please enter a description of the payment in the comment field.
   E.g. partial payment for invoice (000001)

6. 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.

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

8. 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".

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

🏠	Invoices	Statements	Deliveries	*my*Account	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: 84.75
Payment Note: .

For more information, please ca ___ o speak to a credit representative. Our hours of operation are, Monday to Friday, 8AM-5PM EST.

Return

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McDougall 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.

Biller:	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

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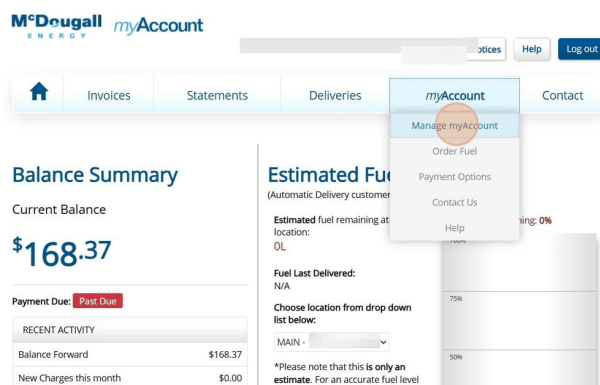
2. In the new page, click the "Send statements and invoices by email" field and then "Save Changes" to confirm your selection.

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

4. 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		
First Name	Last Name	test@mcdougallenerg	☐	☐	SAVE	DELET!

Add a new contact

5. 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		
First Name	Last Name		☑	☑	UPDATE	DELETE

Add a new contact

6. 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.
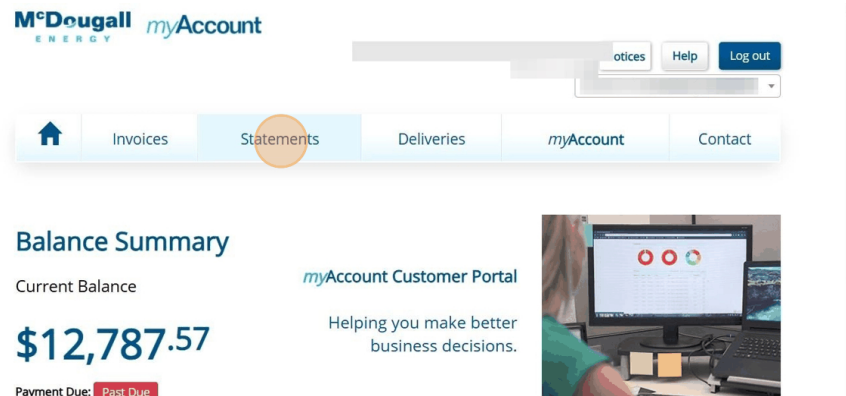
New Contact

First Name
New First Name

Last Name
New Last Name

Email

☑ Send Statement ☑ Send Invoice

Submit

Print Statements

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

2. 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."
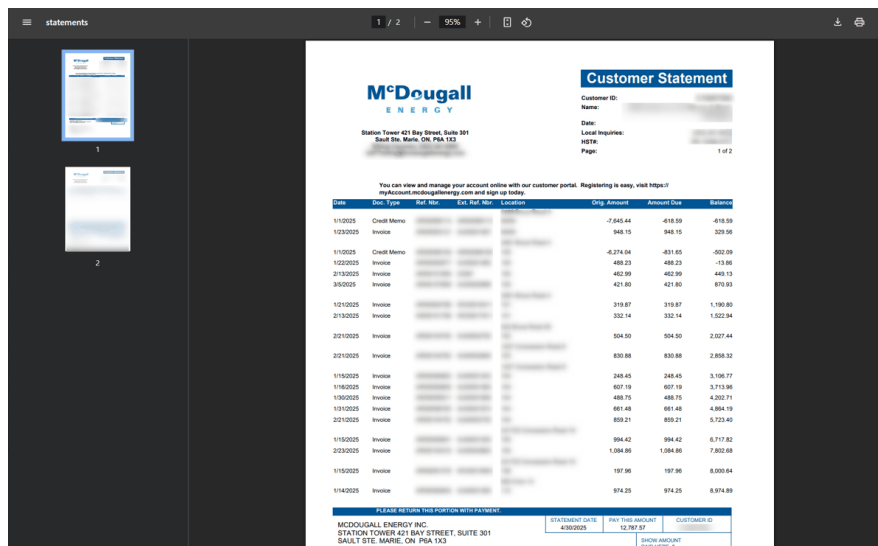

3. A new window will open in your browser. From here you can either save the statement to your device or print your statement as a PDF.

Print Invoices

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

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

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.

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

3. Select the format that you would like to export the report either as a CSV or PDF document, and Click "Export"

4. If you export the data as a .pdf file, a new screen will open with pre-populated total HST amounts.

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 Ta	Carbon Ta	Provincial	GST/HST	Other Tax	Total Tax	Subtotal	Total	
2	AR	)/2025	MAIN -	4	$0.00	$0.00	$0.00	$65.00	$0.00	$65.00			
3	AR	/2025	MAIN -	1	$0.00	$0.00	$0.00	$29.90	$0.00	$29.90			
4	ARI	/2025	MAIN -	1	$0.00	$0.00	$0.00	$3.65	$0.00	$3.65			
5	AR	/2025	MAIN -	1	$0.00	$0.00	$0.00	$3.65	$0.00	$3.65			
6	ARN	/2025	MAIN -	1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00			
7	ARIC	/2025	MAIN -	3	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00			
8	ARK	/2025	MAIN -	1	$0.00	$0.00	$0.00	$3.65	$0.00	$3.65			
9	ARI	/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.
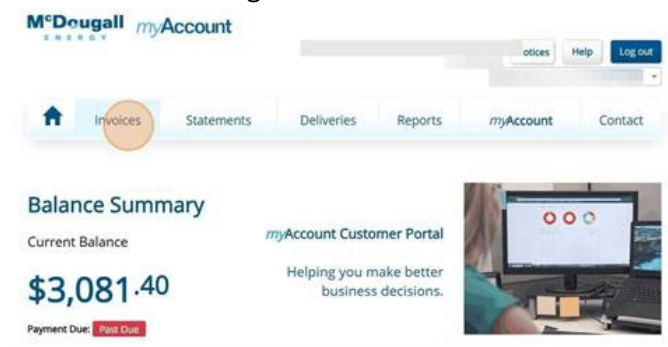
2. Customize the "Start Date" and "End Date" to your desired time period. Once you have selected the dates you desire, click the "Search" button. This will populate all cardlock transactions from this time period.
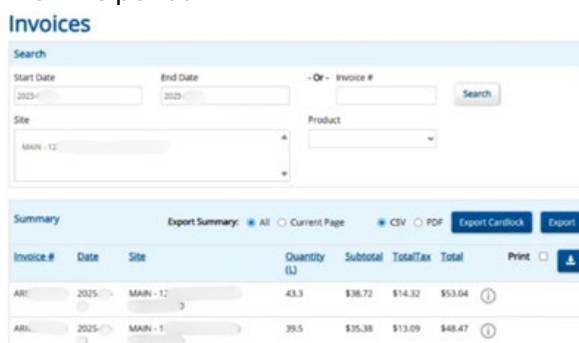
3. Select the type of file you would like to export this data, either as a .CSV or .PDF file. After selecting the file type click the "Export Cardlock" button. The export will download to your device.
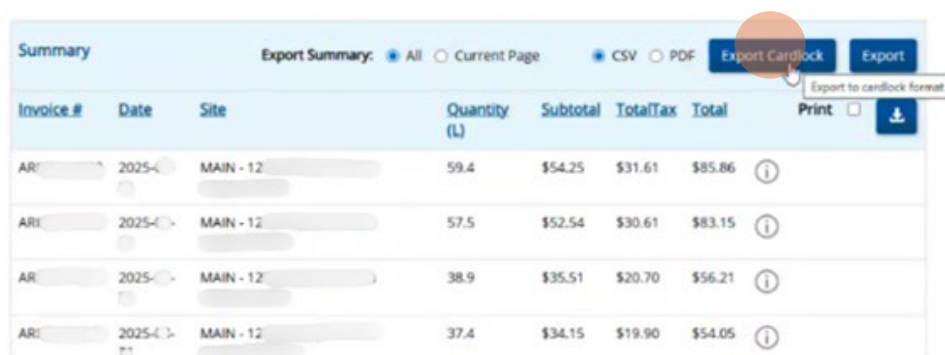
4. We recommend exporting your cardlock report as a .CSV. This will give you additional options to filter though specific fleet cards or card types.

Product	UnitPrice	Quantity	SubTotal	Federal	Carbon	Provincial	OtherTax	GST_HST	TotalTax	GrandTotal
REGULAR	0.9316	29.57	27.55	2.96	5.21	2.66	0	4.99	15.82	43.37
REGULAR	0.9316	36.04	33.57	3.6	6.35	3.24	0	6.08	19.27	52.84
REGULAR	0.9316	45.52	42.41	4.55	8.02	4.1	0	7.68	24.35	66.76
REGULAR	0.9227	40	36.91	4	7.04	3.6	0	6.7	21.34	58.25
REGULAR	0.9316	38.57	35.93	3.86	6.79	3.47	0	6.51	20.63	56.56
REGULAR	0.9316	49.9	46.49	4.99	8.79	4.49	0	8.42	26.69	73.18
REGULAR	0.9139	37.78	34.53	3.78	6.65	3.4	0	6.29	20.12	54.65
REGULAR	0.9404	49.16	46.23	4.92	8.66	4.42	0	8.35	26.35	72.58
REGULAR	0.9404	29.81	28.03	2.98	5.25	2.68	0	5.06	15.97	44
REGULAR	0.9404	20.4	19.18	2.04	3.59	1.84	0	3.46	10.93	30.11
REGULAR	0.967	33.72	32.61	3.37	5.94	3.03	0	5.84	18.18	50.79
REGULAR	0.9404	28.66	26.95	2.87	5.05	2.58	0	4.87	15.37	42.32
REGULAR	0.9139	21.88	20	2.19	3.85	1.97	0	3.64	11.65	31.65
REGULAR	0.9316	29.15	27.16	2.92	5.13	2.62	0	4.92	15.59	42.75
REGULAR	0.9316	32.96	30.71	3.3	5.8	2.97	0	5.56	17.63	48.34
REGULAR	0.9139	18.21	16.64	1.82	3.21	1.64	0	3.03	9.7	26.34
REGULAR	0.9404	46.05	43.31	4.61	8.11	4.14	0	7.82	24.68	67.99
REGULAR	0.9316	55.53	51.73	5.55	9.78	5	0	9.37	29.7	81.43
REGULAR	0.967	49.71	48.07	4.97	8.75	4.47	0	8.61	26.8	74.87
REGULAR	0.967	47.93	46.35	4.79	8.44	4.31	0	8.31	25.85	72.2
REGULAR	0.9404	48.22	45.35	4.82	8.49	4.34	0	8.19	25.84	71.19
REGULAR	0.9316	58.62	54.61	5.86	10.32	5.26	0	9.89	31.35	85.96
REGULAR	0.9404	55.2	51.91	5.52	9.72	4.97	0	9.38	29.59	81.5
REGULAR	0.9316	42.63	39.71	4.26	7.51	3.84	0	7.19	22.8	62.51
REGULAR	0.9316	45.57	42.45	4.56	8.02	4.1	0	7.69	24.37	66.82
REGULAR	0.9316	52.43	48.84	5.24	9.23	4.72	0	8.84	28.03	76.87
REGULAR	0.9139	26.94	24.62	2.69	4.74	2.42	0	4.48	14.33	38.95
REGULAR	0.967	45.36	43.86	4.54	7.99	4.08	0	7.86	24.47	68.33
REGULAR	0.9316	58.02	35.42	3.8	6.7	3.42	0	6.41	20.53	55.75
REGULAR	0.9316	67.94	63.29	6.79	11.96	6.11	0	11.46	36.32	99.61
REGULAR	0.967	19.82	19.17	1.98	3.49	1.78	0	3.43	10.68	29.85
REGULAR	0.9404	20.01	18.82	2	3.52	1.8	0	3.4	10.72	29.54
REGULAR	0.9227	38.37	35.4	3.84	6.76	3.45	0	6.43	20.48	55.88
REGULAR	0.9404	68.7	64.61	6.87	12.1	6.18	0	11.67	36.82	101.43
REGULAR	0.967	53.5	51.73	5.35	9.42	4.82	0	9.27	28.86	80.59

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.

Delivery Details

1. To view details of deliveries in myAccount, click the "Deliveries" header in the main navigation menu.
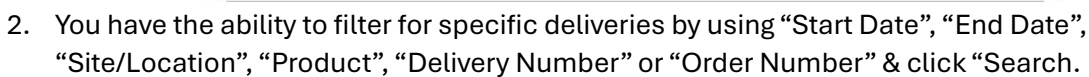
2. You have the ability to filter for specific deliveries by using "Start Date", "End Date", "Site/Location", "Product", "Delivery Number" or "Order Number" & click "Search.

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

4. 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.

5. 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.