




# **Enrolling and Logging in to Your Empower Account**

**Access Empower at**  
**<https://www.empowernaperville.com>**




# Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.




Enter Username




Enter email address



Enter password




Confirm password



Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) • [Terms](#)

Register

[I already have an account](#)

Create a Username between  
6 and 30 characters long.


# Follow the step-by-step sign-up process to create your account.


**Create a username between  
6 & 30 characters long.**





# Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.

 utilitycustomer

 Enter email address


 Enter password

 Confirm password

 Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) • [Terms](#)

Register

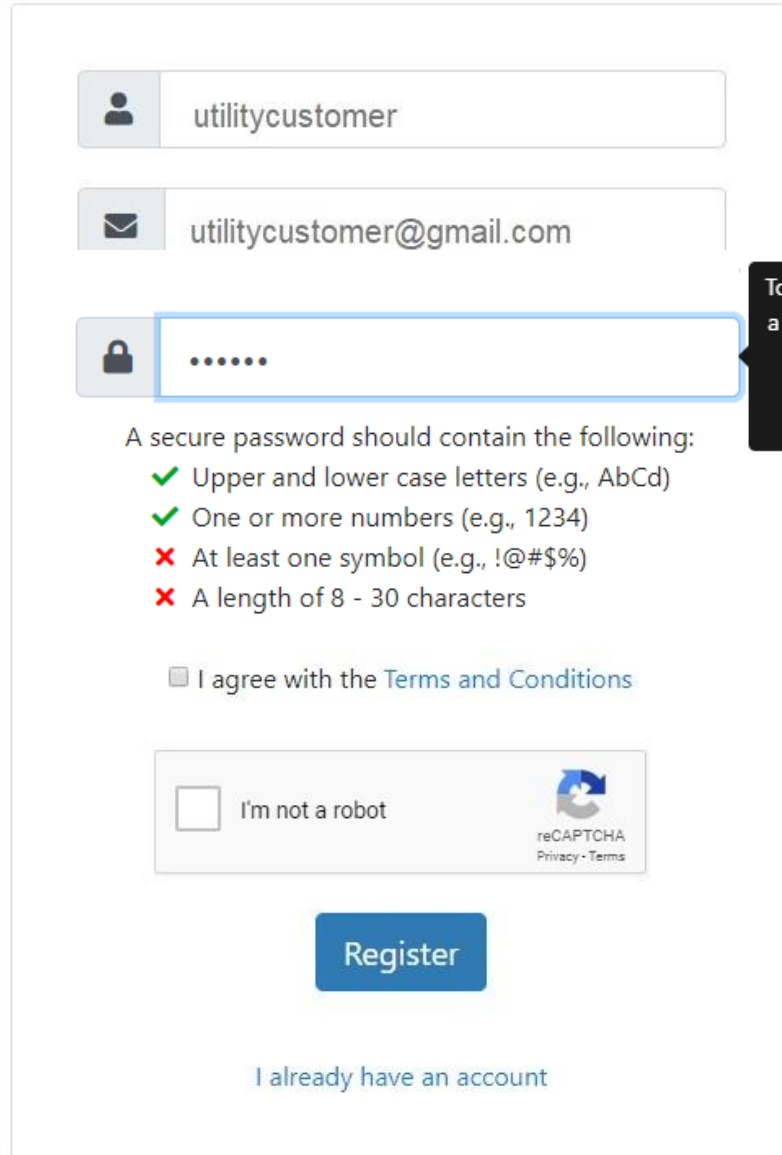
[I already have an account](#)

Enter an email address to help recover a forgotten username or password.

**Enter your email address.**

# Create your Empower account

All you need to get started using Empower is your email address and the account number from your electric bill.



The form contains the following elements:


- A username field with the placeholder text "utilitycustomer".
- An email field with the placeholder text "utilitycustomer@gmail.com".
- A password field with a lock icon and six dots, highlighted with a blue border.
- A list of password requirements with green checkmarks for correct criteria and red X marks for incorrect ones:
  - ✓ Upper and lower case letters (e.g., AbCd)
  - ✓ One or more numbers (e.g., 1234)
  - ✗ At least one symbol (e.g., !@#\$%)
  - ✗ A length of 8 - 30 characters
- A checkbox labeled "I agree with the [Terms and Conditions](#)".
- A reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy • Terms" link.
- A blue "Register" button.
- A link that says "I already have an account".


To secure your account, enter a password you haven't used before and avoid using a family member or pet's name.


- ## Create a password that meets the following criteria:
- Upper & lower case letters (Aa, Bb, ...)
  - One or more numbers (1, 2, 3, ...)
  - At least one symbol (#, !, &, %, ...)
  - Is a length of 8 to 30 characters


# Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.

 utilitycustomer

 utilitycustomer@gmail.com


 Secretp@ssw0rd2019

 Confirm password

 Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) • [Terms](#)

Register

[I already have an account](#)

Enter your password again to confirm it was typed correctly.

**Confirm your password.**



# You will need your Account Number



## City of Naperville

Finance Department  
400 S. Eagle Street  
Naperville, IL 60540

**630-420-6059**

*For questions, service problems or  
address changes, please call or visit  
[www.naperville.il.us](http://www.naperville.il.us)*

Service Address: 1234 Lincoln Lane, Naperville, IL 60540

Page 1

**Account Number**

123456-78910

**Cycle**

55-02

**Bill Date**

7/25/16

**Due Date**

8/20/16

**Last Bill Amount**

\$86.55

Payments

\$86.55-

Adjustments

\$ .00

Balance Forward

\$ .00

**Total Balance:**

\$88.27


Rate Class: RESIDENTIAL


Your account number is located on your monthly utility bill in the upper left corner under the Service Address.





# Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.


utilitycustomer

utilitycustomer@gmail.com

Secretp@ssw0rd2019

Confirm password

Enter account number

**City of Naperville**  
Finance Department  
400 S. Eagle Street  
Naperville, IL 60540

Service Address: 1234 Lincoln Lane, Naperville, IL

<b>Account Number</b>	<b>Cycle</b>	<b>Bill Date</b>	<b>Due Date</b>
123456-78910	55-02	7/25/16	8/20/16

Rate Class: RESIDENTIAL

[I already have an account](#)

Enter the Account Number,  
which is located on your bill  
below the Service Address.  
Enter both parts of the  
number including the dash.

**Enter your utility  
account number,  
including the dash.**

**Agree with the terms  
and conditions, confirm  
you are not a robot,  
then select Register.**



An email to confirm your account is on the way!

Thank you for signing up for Empower.

Before we can activate your account we would like you to verify your email address.

Please check for an email from Empower and click on the link to activate your account.

If you did not receive an email, please check your spam and junk folders.

If you need another confirmation email sent to you, please go to the Empower login page and enter your login/password. A new confirmation email will then be sent to you.

[Click here to sign into Empower](#)

**A confirmation email  
will be sent to the email  
address you used to  
enroll. The email will  
contain a link to  
activate your account.**

**Click on the link to  
activate your account.**

Confirm your email for Empower enrollment

Trash x



**Empower** empower@naperville.il.us via dynect.net  
to me ▾

Thu, Oct 31, 11:36 AM (1 day ago)

Thank you for registering for Empower!  
Your account has been created and is waiting for you to learn more about how you use energy.

To activate your account, please [click here](#).

This email address is not monitored. If you have a question about Empower or how to use the dashboard, visit [www.naperville.il.us/empower](http://www.naperville.il.us/empower) or submit a [Help Center request](#).



Your email address has not been confirmed yet!

A confirmation email has been sent to the email address you used to register.  
Before we can activate your account we would like you to verify your email address.

Please check for an email from Empower and click on the link to activate your account. If you did not receive an email, please check your spam and junk folders.

If you need another confirmation email sent to you, please go to the Empower login page and enter your login/password. A new confirmation email will then be sent to you.

[Click here to sign into Empower](#)

**If you do not confirm your email, you will not be able to access Empower, and you will receive this email each time you try to log in.**

Your email has been confirmed!

Thank you for confirming your email.

Your account has been activated and you may now sign in.

For information on how to use Empower, please visit [www.naperville.il.us/empower](http://www.naperville.il.us/empower) for a video and how-to guide.

[Click here to sign into Empower](#)

**Once your email is confirmed, you can log in to your account.**



# You can now sign in to your account.

Sign In

 Enter Username

 Enter Password

[Forgot your username or password?](#)

[Log in](#)

Don't have an account? [Sign Up Here](#)

**Username**

**Password**

If you forget your username or password, click here. A recovery email will be sent to the email address on file for your Empower account.





**How can I get my  
Empower  
questions  
answered?**

- **Visit  
[www.naperville.il.us/empower](http://www.naperville.il.us/empower)**
- **Submit a question through the  
[City's Help Center](#)**