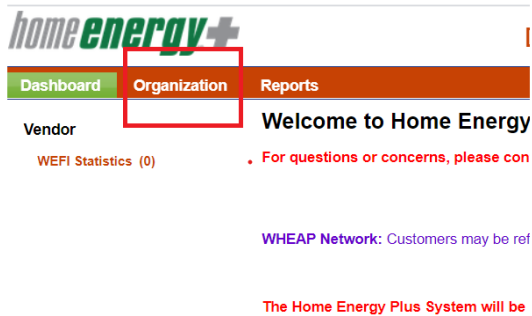


Muni/Coop training document

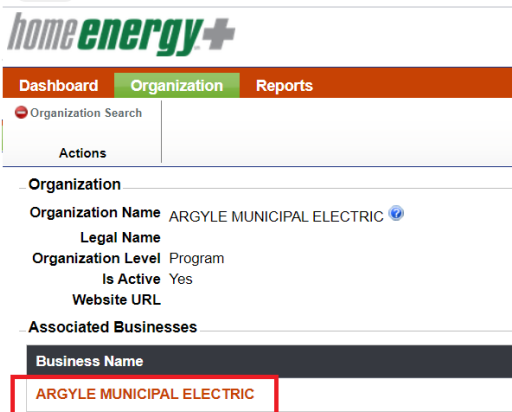
Go to the Home Energy + web site and log in with your Login Name and Password.

<https://heplus.wi.gov/>

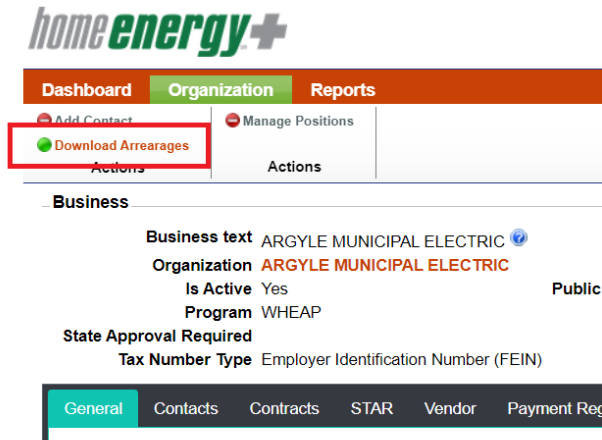
1. Click on Organization



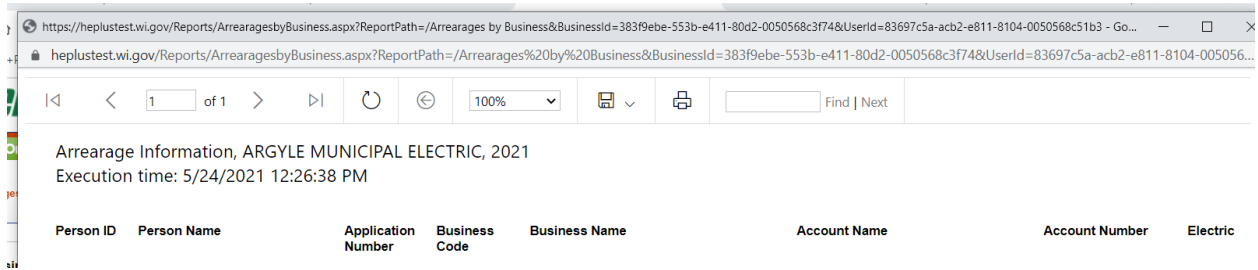
2. Click on your Business Name



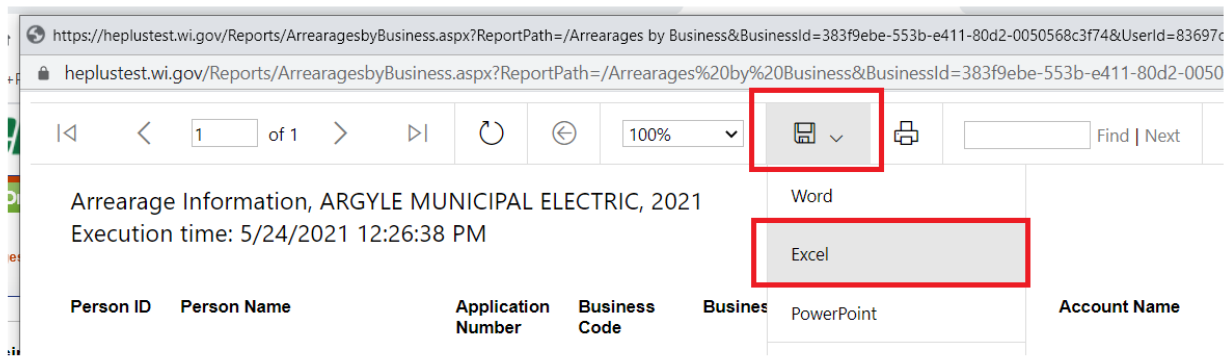
3. Click on Download Arrearages



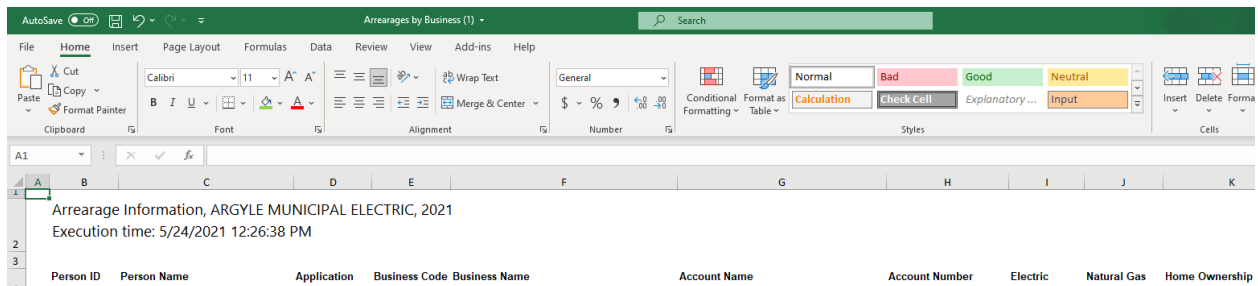
4. An Arrearages Information report will open. (This report contains your customer information)



5. Click the drop down arrow and then click on Excel



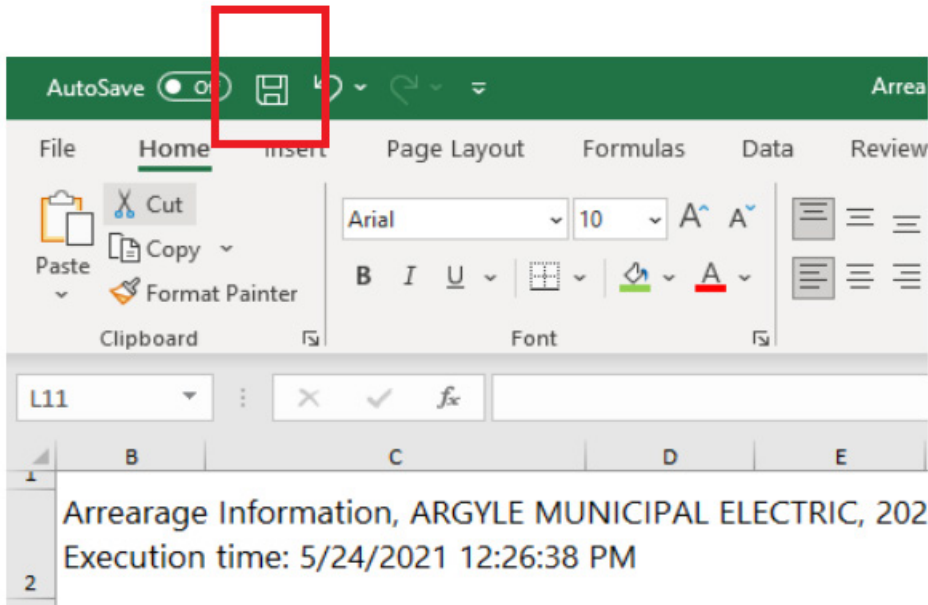
6. The report will open as an Excel spread sheet. (Depending on your computer security settings, Excel may automatically open or you may need to open the Excel down load from the lower left corner of your computer screen) Please consult with your IT person if you have difficulty with this step.



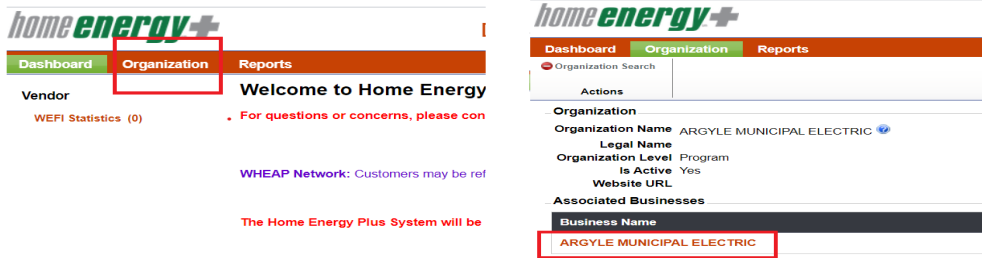
7. Fill out the last 3 columns of the Excel spread sheet.
 - A. Arrearage Amount – enter 0 if there is no arrearage otherwise dollar and cents amount customer arrearage is currently.
 - B. Updated Incorrect Account Number – leave blank if account is correct otherwise fill in with correct/updated account number.
 - C. If Account is Closed, Indicate “Yes” – leave blank if account is open otherwise fill in with Yes if account is currently closed.

| Electric | Natural Gas | Home Ownership Type | Arrearage Amount | Updated Incorrect Account Number | If Account is Closed, Indicate "Yes" |
|----------|-------------|---------------------|------------------|----------------------------------|--------------------------------------|
| No | Yes | Rent | 532.44 | | |
| No | Yes | Rent | 301.99 | | |
| No | Yes | Own | 100 | 555-12-555 | |
| No | Yes | Rent | 0 | | Yes |
| No | Yes | Own | 0 | | |
| No | Yes | Own | 75.77 | | Yes |
| No | Yes | Own | | | |
| No | Yes | Rent | | | |
| No | Yes | Rent | | | |

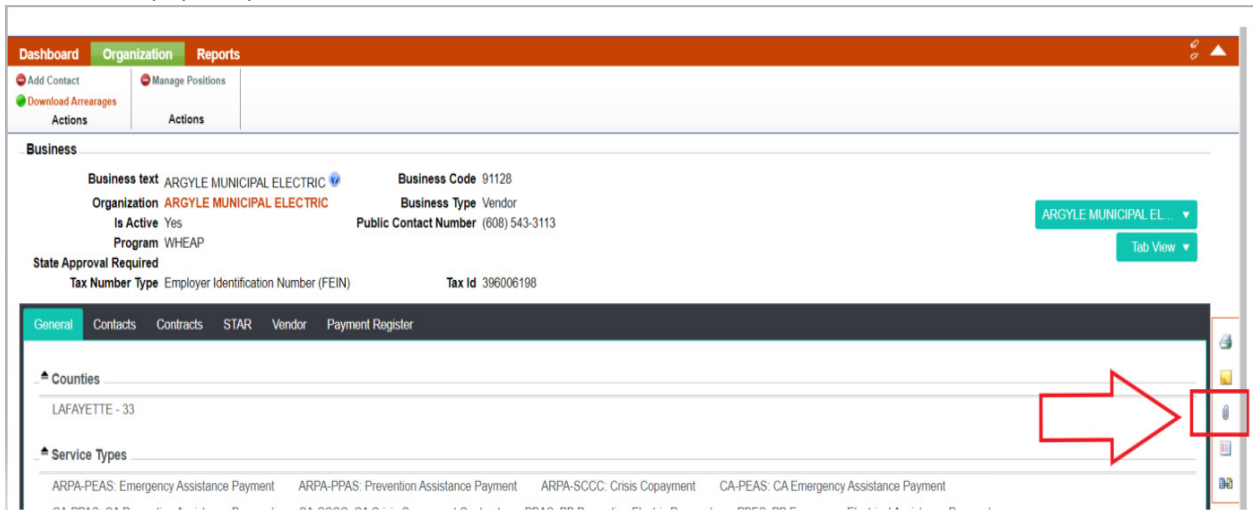
8. When done filling out the spread sheet, save it to your computer. (Make sure you remember where you save the file). Close the spread sheet.



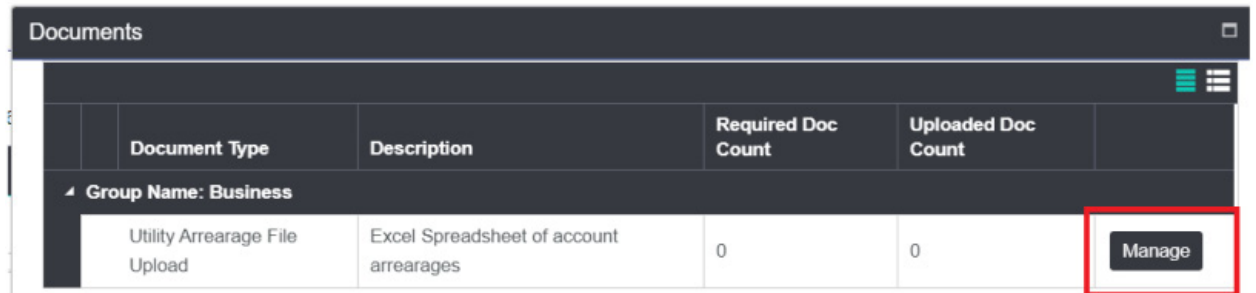
9. Log back into Home Energy + and repeat steps 1 and 2 above.



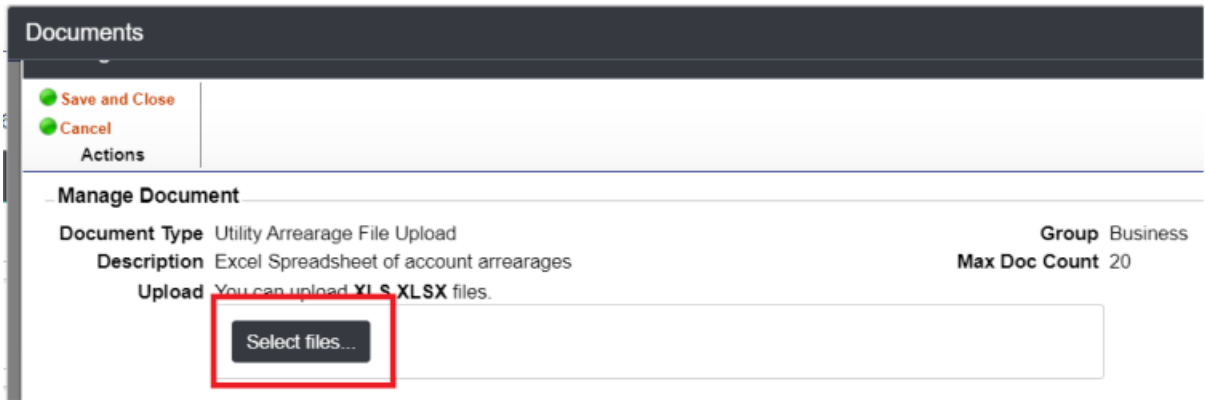
10. Click on the paperclip



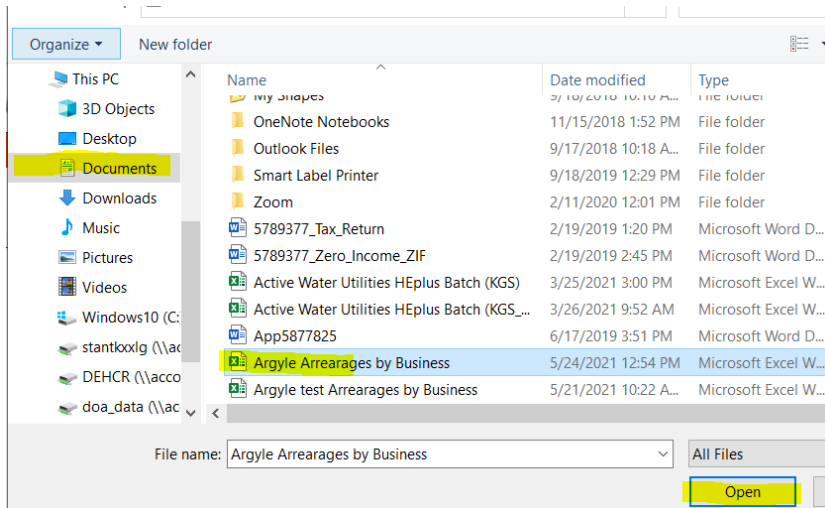
11. Click the Manage button



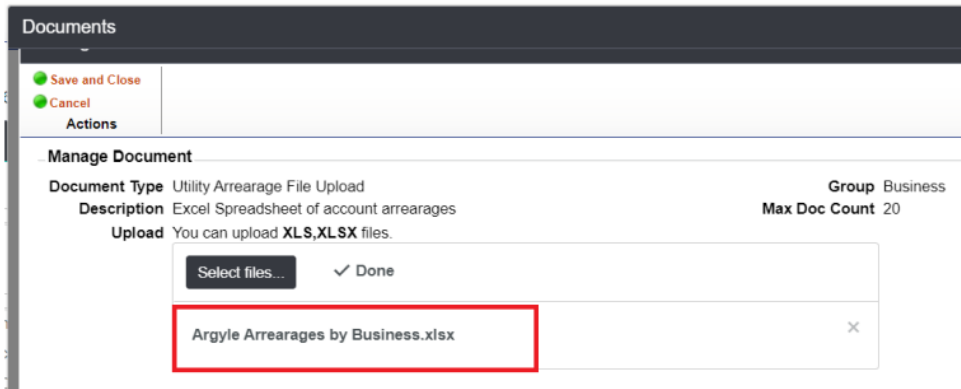
12. Click Select Files



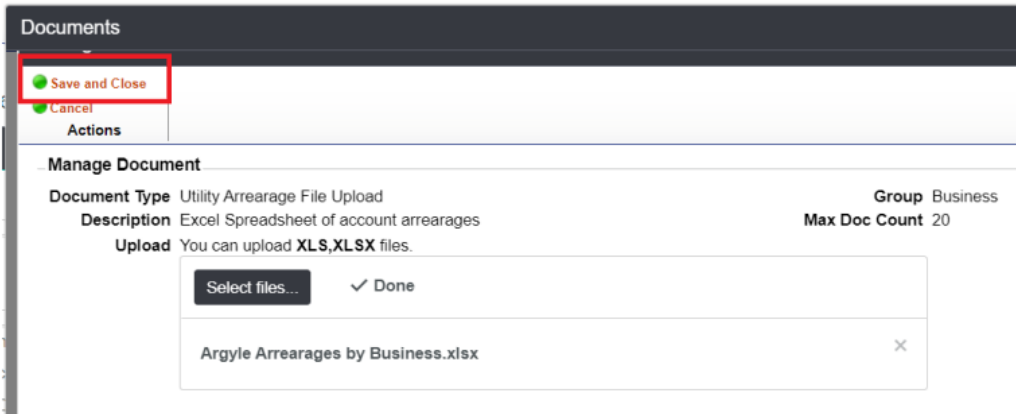
13. Find the file you saved and upload to the system.



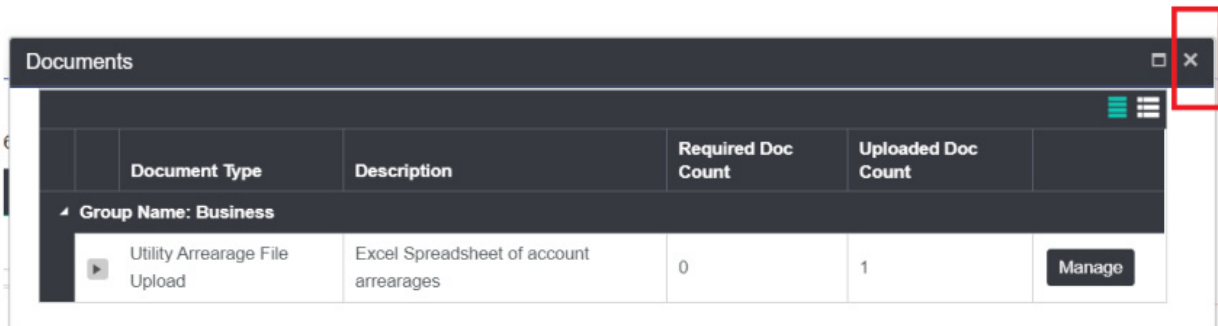
14. The uploaded file will show here.



15. Click Save and Close



16. Click the "X"



17. Task complete. You can sign out and close out the web site.