

# We're working on updating your experience



To make managing your account with us as easy and secure as possible, Enbridge Gas Ohio is planning some updates.

Our Customer Care systems, including Manage Your Account, will be unavailable from end of day March 13 – 16, 2026.

- You won't be able to schedule any payments or service orders.
- Mailed-in payments received during this time will not be posted until the updates are complete.
- Agents will still be available to take emergency calls.



Visit [enbridgegas.com/ohio/enbridge-update](https://enbridgegas.com/ohio/enbridge-update) for more information on what's changing.

# How do these changes affect me?



## Manage Your Account (MYA) customers

- Effective March 17, 2026, your user ID will be the email associated with your account.
- When you first log in after the update, you'll need to reset your password and verify your account information.
- Your account number will remain the same.

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## Dominion Energy mobile app users

- The Dominion Energy mobile app will no longer be available for Ohio customers.
- Log in through the web experience at [mya.enbridgegas.com](https://mya.enbridgegas.com) using a preferred browser on your phone, tablet or computer.

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## If you pay through your bank's BillPay system

- Customers will no longer be able to view Enbridge Gas Ohio billing statements through your bank's website.
- You can continue to make payments through your bank as usual.
- If you still want to view your billing statement online, visit [mya.enbridgegas.com](https://mya.enbridgegas.com) to register for **Manage Your Account (MYA)**.