

BPA Customer Portal

FAQs

1. What is the Customer Portal?

BPA's Customer Portal (CP) is a secure external customer facing web site that displays customer specific information about the relationship between BPA and the customer. It is available to BPA customers who voluntarily choose to sign up for CP. Information customers can see includes:

- Bills - A rolling two years of customer bills that are available for searching and downloading. If a bill falls outside the rolling two years period a request for that bill can be submitted through portal.
- Active Contracts – A listing of active contracts and associated exhibits, amendments, correspondence and activities.
- Customer Information – Shows the customer profile information BPA has on hand (address, emails, contacts, etc.) and the internal BPA account team contact information.
- Load Forecasts – A display of the most recently published load and resource forecasts. Customers also have the ability to submit forecasts to BPA.
- Meter Data – A display of meter point detail and usage data – also available in exportable reports.
- NERC Compliance/Reliability Program information. Customers can also submit compliance forms to BPA.
- Energy Efficiency Invoices - Allows customers to submit EE invoices to BPA for reimbursements.
- Nomograms – A display of daily studies of flow paths in the Puget Sound area.
- Wind Forecasts – A display of 72 hours of wind power forecasts.

2. I currently don't have access to CP. What is the process for signing up?

Customers wishing to sign up for a CP account must first fill out a "Customer Portal Access and Use Agreement." This agreement details the use of CP and allows the customer to designate CP Administrator(s) who will manage the Customer's CP account. It also allows the customer to authorize third party entities that can access the customer data and/or submit data on the customer's behalf via the CP.

Follow the steps below to get the process started:

- Contact your Power AE and request the "Customer Portal Access and Use Agreement." If you are a Transmission only customer, contact your Transmission AE.
- Fill out the access and use agreement and ensure a primary and secondary CP Administrator is named. If any third parties are also authorized to access your CP site, list them as well. Submit the completed agreement to your Power or Transmission AE.
- Once BPA receives the completed access and use agreement, your CP site will be set up.

- Your designated CP Administrators will receive an email message that your site has been set up with details on how to access and manage the site.
- Log onto your CP site and view all your customer specific information provided.

3. My company already has a CP site. Do I need to do anything to view my bills?

If you have already been given access to your company's CP site, you don't need to do anything else. Once the bills are posted to the site by BPA, you can view them just like the rest of the bills.

If you don't have access to your company's CP site, approach your CP Administrator and ask to be given access to the site. Your Administrator will submit your information to BPA so you can be added as an authorized user of the site.

4. I have questions about the data I'm seeing on my CP site. Who do I contact?

If you have questions about any of the data you see on your CP site, you can:

- Contact your AE directly
- Submit feedback using the feedback link on your site. Once the BPA Portal Administrator receives your request, they will route your question to the appropriate BPA contact to answer your question if they cannot answer it themselves
- Call the BPA Portal Administrator at 503-230-4226

5. I understand I need a password to access my ??? CP site. How is this managed?

CP users are all required to log into the secure site and therefore, are required to enter their user ID and password. Every 90 days, users will be prompted to change their passwords at next log in. If you have forgotten your password, you will need to click on the link "Help, I've forgotten my password" and the BPA Portal Administrator will reset it for you. You will receive an email with a temporary password and then an email with instructions on how to log in and change your password.

Note: BPA Cyber Security requires CP users to change their password every 90 days.