



Customer Web Portal Guide



CREATE PORTAL ACCOUNT

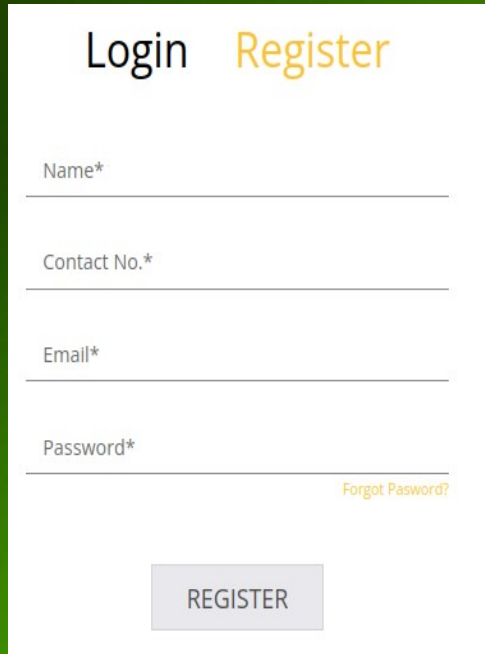
Register

Accept Data
Privacy Policy

Validate
Email Address



1 Register



The screenshot shows a registration form with the following elements:

- Two tabs: "Login" and "Register" (highlighted in orange).
- Four input fields: "Name*", "Contact No.*", "Email*", and "Password*", each with a horizontal line below it.
- A link "Forgot Pasword?" in orange text located below the "Password*" field.
- A grey button labeled "REGISTER" at the bottom center.

- Open your web browser and go to <https://portal.beneco.com.ph/>
- Type in your name, contact number, email address, and password
- Click **Register** button

*A validation email will be sent to the email address you entered upon clicking the **Register** button. Check your spam folder if it's missing from your inbox.



2 Accept Data Privacy Policy

DATA PRIVACY NOTICE

The Benguet Electric Cooperative, Inc. (BENECO) adopts and observes the Data Privacy Act of 2012 as defined under Republic Act 10173. The electric cooperative values the privacy of all personal and sensitive personal information obtained from its Member Consumer Owners (MCOs). BENECO is committed to build our MCOs trust and confidence in the secured custody and fair information.

By accessing our website, facebook and information systems, you, our MCOs consent to the data practices described in this privacy statement.

Information. The policy was approved by BENECO's Board of Directors in Resolution No. 2020-47 passed and approved on March 3, 2020.

Revisions of this Privacy Statement

Should BENECO decide to amend its data privacy policy, we will post the changes in our website so that you, our MCOs, would be duly informed about it and learn what information we collect, how we use them and under what circumstances.

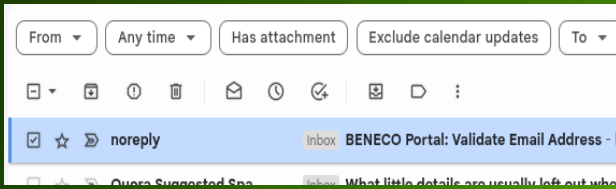
THE MANAGEMENT

I AGREE

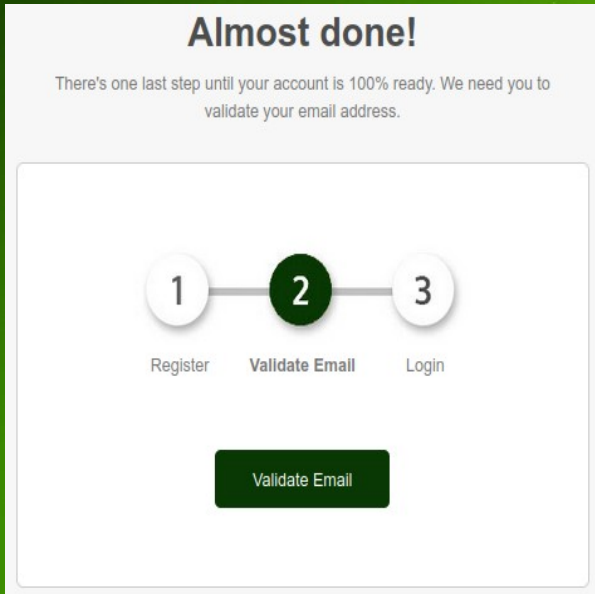
- Read the Data Privacy Notice
- Click the ***I Agree*** button to accept the Data Privacy Policy



3 Validate Email Address



- Open your email account and look for the validation email
- Click the ***Validate Email*** button
- You will be redirected to the BENECO portal's Login page



ADD BILLING ACCOUNT

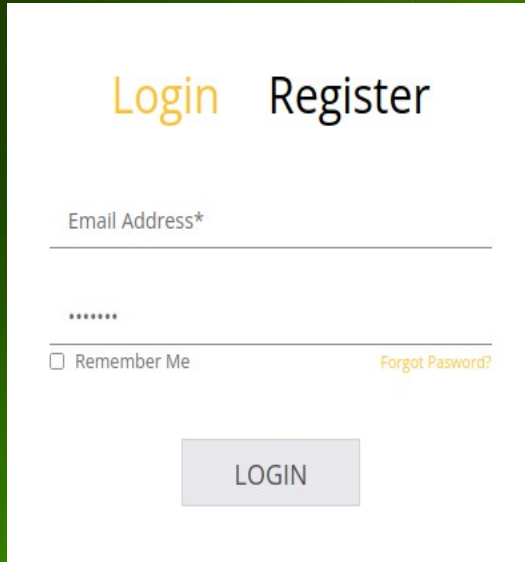
Login

Add Billing
Account

View Billing
Information



1 Login

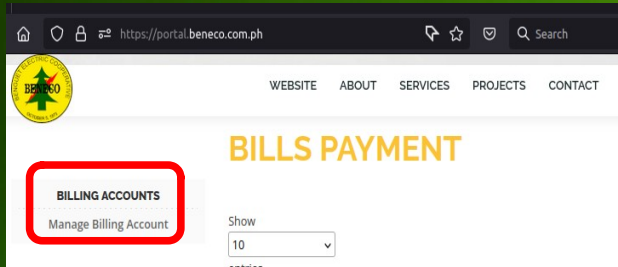


The screenshot shows a login interface with the following elements:

- Two links at the top: "Login" (in orange) and "Register" (in black).
- An input field labeled "Email Address*" with a horizontal line below it.
- A password field represented by a horizontal line with seven asterisks "*****" above it.
- A checkbox labeled "Remember Me" on the left and a link "Forgot Pasword?" (with a typo) in orange on the right.
- A grey button labeled "LOGIN" at the bottom.

- Open your web browser and go to <https://portal.beneco.com.ph/>
- Type in your email address and password
- Click the **Login** button


2 Add Billing Account

A screenshot of the 'Add BENECO Account' form. The form is white with a light blue header. It contains four input fields: 'Account No.', 'Nickname e.g. "Home" or leave blank', a dropdown menu showing 'December 2023', and 'Total Amount Due or Current Bill'. At the bottom left of the form is an orange button labeled 'Add New Account'.

- On the left pane under Billing Accounts, click the **Manage Billing Account**
- Review your latest BENECO Electric Bill and type in the **Account No.** and either the **Total Amount Due** or **Billed Amount**
- Click the **Add New Account** button

2 Add Billing Account

Account No.: 1122-1122-01
Book No.: 2194
Name: Juan Luzon
Address: 4 South Drive
Meter No.: 112233 Mult= 1 Type: R



DATE	READING	KWH USED
09-13-2023	79657	400.0
08-12-2023	79257	

CURRENT BILL : 4,036.12
ADVANCE PAYMENT : -0.99
TOTAL AMOUNT DUE : 4,035.13

DUE DATE FOR CURRENT BILL: 09/23/2023
TOT AMOUNT AFTER DUE DATE: 4,487.17

- On your BENECO Electric Bill, find the following data and add it to your billing account information in your portal
- **Account No.**
- **Current Bill or Total Amount Due**



3 View Billing Information

The screenshot displays the Beneco portal interface. The top navigation bar includes 'WEBSITE', 'ABOUT', 'SERVICES', 'PROJECTS', and 'CONTACT'. The left sidebar contains several menu categories: 'BILLING ACCOUNTS' (Manage Billing Account, LUZON, JUAN), 'MEMBERSHIP' (Attend Seminar), 'SERVICE CONNECTION' (ASC Requirements, Accredited Contractors), 'ADMINISTRATION' (Membership Applications, ASC Applications), 'USERS' (Users List), 'CWP ADMINISTRATION' (Site Admin), and 'MY ACCOUNT' (Edit Account, Change Password, Logout). The main content area is titled 'BILLING DETAILS' and shows the following information:

- ACCOUNT NO. & NAME: 1122112201 : LUZON, JUAN
- ADDRESS: 4 SOUTH DRIVE
- METER SERIAL NO.: 11223344
- BILLING STATUS: C
- BILL MONTH/YEAR: 12/2023
- BILLING DATE: 12/12/2023
- CURRENT BILL: P=0.82
- ADVANCED PAY: P=0.00
- TOTAL ARREARS: P=0.82
- DUE DATE: 12/22/2023

Below the billing details is a button labeled 'View/Download Statement of Account'. Underneath is the 'BILLING LEDGER' table:

Date	Bill/OR No.	Meter Rdnng	kWh Used	Debit/Credit	Balance	Remarks
12/15/2022	20221215155501	77125	249	P2,612.59	P2,612.59	Bill
12/22/2022	00438255			P2,612.59	P0.00	Payment
01/16/2023	20230117095219	77367	242	P2,532.70	P2,532.70	Bill
01/25/2023	469349			P2,532.70	P0.00	Payment
01/25/2023	469349			P2.52	P=2.52	Advanced Payment
02/14/2023	20230215111930	77576	209	P2,163.67	P2,161.15	Bill

Under Billing Accounts, you may now click on the newly-added billing account name to view your billing information



THANK YOU

