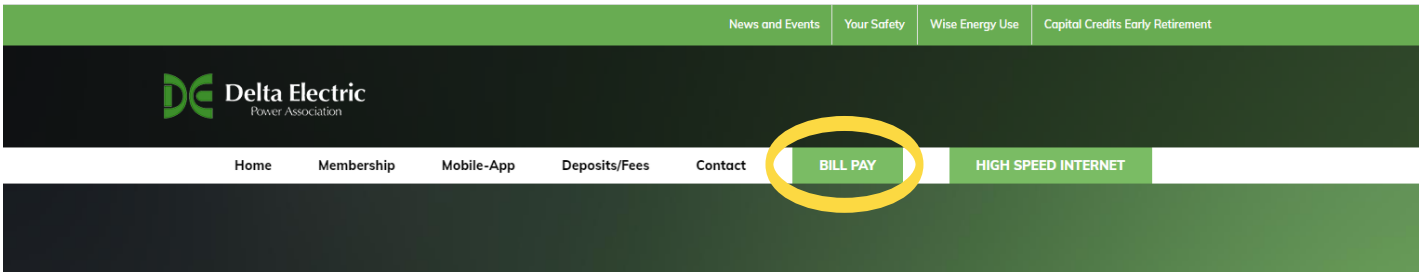
DEPA Online Member Account Portal

Frequently Asked Questions

1. **Why is DEPA moving to a new online account portal for its members?**
   The new online account portal was launched by DEPA's customer information database provider. This new portal offers a streamlined design, added member account information security, optimization for use on mobile devices, and new features like Quick Pay (where members can log-in using account information instead of username and password).
2. **When will the new portal go live?**
   The new portal will go live on Friday, September 30, 2022.
3. **What are the benefits of using DEPA's online member portal?**
   Portal users can access billing and payment history, usage history, update account alerts via text and email, and pay their bill.
4. **If I am a current portal user, will I need a new username and password?**
   DEPA members who have an existing online portal account can log in using their same username and password. Simply click on "Bill Pay" from the DEPA homepage and members will be routed to the new portal landing webpage.
5. **How do I access the new online portal?**
   Members can access the new online portal from the ***www.deltaepa.com*** home page.



6. **I don't have an existing online portal account. How do I get one?**
   Creating an online portal account is easy. Simply click on "Bill Pay" on the DEPA website and select "Create a New User" under the "More" dropdown menu.

