



October 2, 2026

Dear St. Croix at Pelican Marsh Residents,

Oates Energy recently completed a system upgrade. All residents need to register for the new online portal, and those previously enrolled in autopay must re-enroll, as banking information and autopay settings did not transfer to the new system.

We previously sent instructions, and approximately 43% of residents have already registered. We are sending this reminder to help the remaining residents complete their registration and ensure everyone has access to their account.

If you have not yet registered, please follow these steps:

- Have your most recent Oates Energy invoice available.
- Visit the [Oates Energy registration page](#).
- On the Sign-Up page, find **“Don’t have a Registration Code? Use Bill Details.”** Click **“Use Bill Details.”**
- Enter your information exactly as it appears on your most recent invoice.
- Once registered, log in and enroll in autopay if you would like your payments processed automatically.
- For assistance, we have included a registration guide and an image highlighting where to find the **“Use Bill Details”** option.

If you have already registered, thank you

Sincerely,

The Oates Energy Customer Success Team

904-242-0075

www.oatesenergy.com

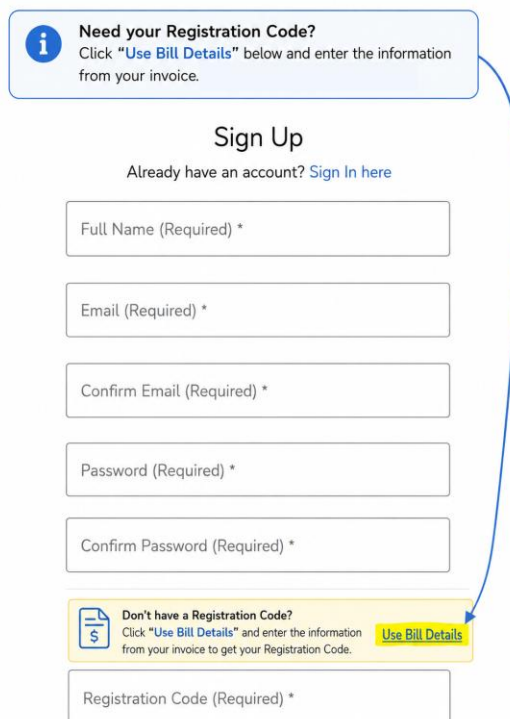
How to set up your account

Every resident needs to create a new account in the upgraded portal, even if you had a login on the old system. You will need your most recent Oates Energy invoice in front of you.

If you are an existing owner and have received an invoice from Oates Energy in the new format:

1. Go to www.oatesenergy.com/portal and click "Sign Up Here," or go directly to <https://oatesportal.dynamicsbilling.com/portal/#/register>
2. Enter your full name, email, and a password
3. When you reach the Registration Code field, click "Use Bill Details" just below it and enter your Invoice Number and Amount Due exactly as they appear on your invoice
4. Check the box to accept the Terms and Conditions and click "Sign Up." This sends a verification email.
5. Open the verification email and click "Verify Now"
6. Log in

Here is where to find the "Use Bill Details" option on the Sign Up page:

A screenshot of the 'Sign Up' page. At the top, there is a blue callout box with an information icon and the text: 'Need your Registration Code? Click "Use Bill Details" below and enter the information from your invoice.' Below this is the 'Sign Up' heading, followed by a link: 'Already have an account? Sign In here'. The form contains five input fields: 'Full Name (Required) *', 'Email (Required) *', 'Confirm Email (Required) *', 'Password (Required) *', and 'Confirm Password (Required) *'. At the bottom, there is a yellow box with a document icon and the text: 'Don't have a Registration Code? Click "Use Bill Details" and enter the information from your invoice to get your Registration Code.' To the right of this text is a yellow button labeled 'Use Bill Details'. A blue arrow points from the 'Use Bill Details' button in the yellow box up to the callout box at the top. Below the yellow box is a 'Registration Code (Required) *' input field.

If you are a new owner, or you have not received an invoice from Oates Energy:

The sign-up form needs details from an invoice, so you will not be able to register until an invoice has been issued for your unit. Please call us at 904-242-0075 or email [customer service email] with your name and unit number, and we will confirm your account is set up and get you what you need to register.

Enrolling in AutoPay and eBILL

To enroll in AutoPay after you log in:

1. Go to the Manage Payment Methods page
2. Add a payment method and enter your eCheck or credit/debit card information
3. Under "AutoPay Using," select the payment method you want to use

To enroll in eBILL:

1. Click "Opt-in to paperless billing" near the top left of your portal.

NOTE: eBills will come from DoNotReply-OatesEnergy@omniware.com, so please add that address to your safe senders list.

The logo for Oates Energy, featuring a stylized blue wave above the letters 'OE' in a bold, dark blue font. Below 'OE' is the text 'oates energy' in a smaller, lowercase, sans-serif font.

CONTINUED

A blue circular icon containing a white credit card symbol.

ENROLL IN AUTOPAY

- A blue circular icon containing a white globe symbol.

Visit our website: www.oatesenergy.com/portal
- A blue circular icon containing a white gear symbol.

Navigate to the **Manage Payment Methods** page.
- A blue circular icon containing a white credit card symbol.

Add a Payment Method and enter your Credit/Debit Card or eCheck information
- A blue circular icon containing a white refresh symbol.

Under the **"AutoPay Using"** section, select the payment method you want to use.

A blue circular icon containing a white envelope symbol.

ENROLL IN eBILL

- A blue circular icon containing a white leaf symbol.

Click the **"Opt-in to paperless billing"** button (near the top-left corner):
Your eBill will originate from
"DoNotReply-OatesEnergy@omniware.com"
and contain a pdf attachment of your invoice.

A blue circular icon containing a white telephone handset symbol.

Sincerely,
Oates Energy
904-242-0075

The logo for Oates Energy, featuring a stylized blue wave above the letters 'OE' in a bold, dark blue font. Below 'OE' is the text 'oates energy' in a smaller, lowercase, sans-serif font.

A blue circular icon containing a white globe symbol.

OATES ENERGY
Phone: 904-242-0075 • www.oatesenergy.com

You are receiving this message because you are an Oates Energy account holder. This is an important service update regarding your billing account.

A blue circular icon containing a white document symbol with a dollar sign.