

Frontier Utilities is Your New Natural Gas Provider

In August 2024, Frontier Utilities Northeast LLC (Frontier Utilities) acquired your natural gas supply contract from Approved Energy II LLC (Approved Energy). This means that Frontier Utilities is now your natural gas supplier. As part of the transition, you are now receiving your first Frontier Utilities bill.

You will need to create a new account on the Frontier Utilities Customer Portal. In order to do this, you will need your new account number, the email address that matches our record, and the first five digits of your billing zip code.

If you have an electricity account with Approved Energy, your electricity bill is unaffected by this change.

If you have an outstanding balance or would like to access your bills before October 2024, then you will need to access your Approved Energy Customer Portal or contact Approved Energy at 833.256.3637 or CustomerService@ApprovedEnergy.com.

Please contact us if you have any questions or concerns

Customer Service Phone Number
917.969.5844

Customer Service Email
NaturalGasNE@FrontierUtilities.com

Website
FrontierUtilities.com/Approved-Gas

How to access the Frontier Utilities Customer Portal



This customer portal is for customers who receive their natural gas bill directly from Frontier Utilities. Use this portal to do the following:

- » View and retrieve invoices
- » Pay bill online via ACH
- » Access contract information
- » Download billing data to Excel
- » View monthly energy consumption and rate

To access the customer portal, please visit:

<https://frontier.esgglobal.net/>



Please note that this portal is different from the account portal that is listed on the Frontier website menu.

To create a login account, you will need the following:

- 1. Account number** – the first 8 digits of your billing account number as it appears on your bill



- 2. Email address** – the email address must match what we currently have on file
- 3. Billing zip code** – the first 5 digits of your billing zip code