



MAIL COMMUNICATION

New Customer Service Portal User



Set Up Your New Service Portal Today

We're excited to announce the launch of our new Service Portal! The new Service Portal provides you with easy and secure access to the most current account information. You can view and review your energy and water usage, check your balance(s), and pay your bill(s).

The new Service Portal uses the latest encryption and hashing algorithms to protect your passwords. For this reason, your old username and password credentials no longer work, and you'll be asked to register your account again.

Take these 10 Steps to Register your New Service Portal Account:

1. Click on the 'Create Account' link on the login portal page at <https://billing.lelwd.com/mcp/register>
2. Enter the account number for your account, then click NEXT.
3. Select your email address and click NEXT.
4. Enter the verification code that was emailed to you and click NEXT.
5. Confirm your email address.
6. Enter the password and confirm the password. Note: Password must be a minimum of 8 characters and contain at least 1 lowercase character, 1 uppercase character, 1 number, and 1 special character.
7. Choose the security question from the drop-down menu and enter the answer to the security question.
8. Use the toggle switch to select if you would like to be E-Billed.
9. Select the I understand that I have authorized LELWD to communicate with me in the above manner check box to continue.
10. Click SUBMIT, then the confirmation screen will appear and prompt you to log in.

Please take advantage of all the updated features that are available through the modernized portal. The new Service Portal will go live on Monday, October 24, 2022, and you can access it anytime through the **PAY MY BILL** button located on the top right corner of the home page in the navigation bar.



Need help setting up your new Service Portal account? Please contact us and we will be happy to help walk you through this process.