

# HOW TO USE THE CUSTOMER PORTAL



## REGISTER AS A NEW USER

Even if you had an old portal account, you'll need to Register as a New User @ [ebiz.lowell-light.org](http://ebiz.lowell-light.org)

Complete all required fields, including your name as it appears on the bill, the last 4 of your SSN and your base account number.  
TIP: If your account# is 12345-001, only enter 12345 (no -001)

Enter your email, choose a challenge question & answer, click "Finish"

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## LOG IN & ADD A PAYMENT METHOD

Under "Payments" on the left side of the screen, click "Payment Methods" Next, click on "+Add New Credit/Debit Card" or "+Add New Bank" Complete the required fields & then click on "Save Information"

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## ENROLL IN AUTOPAY

Under "Payments" on the left side, click on "AutoPay". Next, click "+New AutoPay Setup"

Verify the correct account is selected, the invoice type defaults to Utility Payments, and the desired payment method. Agree to the terms & conditions.

### FINAL STEP:

Click the gray "Save this AutoPay Setup" button at the bottom left side of the screen.

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## ENROLL IN PAPERLESS

Click YES to be enrolled in paperless. Check the box that says "By enabling Paperless, I agree to the terms and conditions. Click "Save my changes"

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