

USING THE LOWELL LIGHT & POWER CUSTOMER PORTAL

Enroll in AutoPay & eBills
Submit Service Requests
View Past & Current Bills



Make One-Time or Recurring Payments
Track Electricity Use & Estimate Your Bill

Note: We never charge a fee to make payment by phone or online

1 REGISTER AS A NEW USER

Go to <https://ebiz.lowell-light.org/> Look for: **New User? Click here**
Complete all required fields, including your name as it appears on the bill, the last 4 of your SSN (or EIN) and the base account number.
Note: The Base # does not include the -001 at the end. Enter your email address, choose a challenge question & answer, click "Finish"

2 ADD A PAYMENT METHOD

Log into your account. 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"

3 ENROLL IN AUTOPAY

Payments process on the 18th of each month

Under "Payments" on the left side, click on "AutoPay"
Next, click "+New AutoPay Setup" Then, 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 "Save this AutoPay Setup" button at the bottom left side of the screen. **NOTE:** The next screen that pops up will say "Signed Up" under the Status.

Visit the Customer Portal log-in page and click on the Guest Payment Site link. Enter your Account Number and Last Name, then click on the "Search Bills" box. Click on the box and then click "Add Selected bills to your cart." Then, click Proceed to Payment.

Choose your payment method and amount and click Continue to Payment information.

ONE TIME PAYMENT
(Without creating a portal account)

Under "Payments" on the left side of the screen, click "Pay by Text"
Check the box that says "Sign up for Pay by Text" and enter your phone number. Click "Save Information"

You'll receive a text on your phone, asking you to reply OK.

PAY BY TEXT



Save time, energy & paper! Enroll in Paperless Billing and your statements will be emailed to you.

Need help using the Customer Portal, understanding your bill, or have other questions?
Feel free to call our friendly team, or send an email, we are always happy to help!

616-897-8402 | CUSTOMERSERVICE@LOWELL-LIGHT.ORG