

HOW TO USE THE CUSTOMER PORTAL



1: 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

Complete all required fields, including your name as it appears on the bill, the last 4 of your SSN (TIN if a business) and your base account number. Do not include the 001 at the end of the number.

EXAMPLE: If your account# is 12345-001, or 12345001 ONLY enter 12345 (no -001)

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

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2: 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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3: 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"

Questions? 616-897-8402
CustomerService@lowell-light.org

