



INSTRUCTIONS TO CREATE AN ONLINE ACCOUNT

- 1) Click on the “**My Account**” box in the upper right corner of our website.
- 2) When the login screen appears, click on the “**Register**” box.
- 3) Answer the questions in the first section
 - **User Name.** This can be whatever you’d like it to be. Please make a note of your User Name because you’ll need this each month to login to your account.
 - **First and Last Name.**
 - **Display Name.** This can be whatever you’d like it to be. It will appear in emails from us.
 - **Email Address.** This is the email address we will use to notify you when your bills are ready to view online.
- 4) Key in (and confirm) a unique **Password** in the next section. Please make a note of the Password you key in, because you’ll need this each month to login to your account.
 - *If you forget your user name or password, you’ll need to create another account, as we do not store this information.*
- 5) Key in the required information in the last section titled “Billing Info”
 - **Name.** Enter this exactly as it appears on the front of your bill.
 - **Account Number.** Enter this exactly as it appears on the front of your bill (example 123456-12).
 - **Postal Code (Zip Code).** This is typically a 9-digit code that is unique to your location. It is shown on the tear-off portion of your bill (example 53012-1111). If you don’t have the tear-off portion of a bill from Cedarburg Light & Water, you may find your 9-digit zip code on other incoming mail, or call our office for help. *TIP – use the zip code on the left side of your statement.*
 - **Meter Number.** Enter this exactly as it appears on the BACK of your bill. Use any meter number if more than one is listed and be sure to key in the full number, even if it starts with zeros.