

**Q1. How do I log into the customer self-service web portal?**

A. The portal website is available at <https://utility.shreveportla.gov>. Shreveport customers who registered on the previous customer website should use the same username and password to log in. All other customers will need to register.

**Q2. How do I create an account on the customer self-service web portal?**

A. To register on the website, please have a copy of your most recent bill handy. From this bill you will need your account number [such as 55-123456789-1] and last billed amount. Please note: New water customers cannot register on the portal until they have received at least one bill.

From the portal homepage, click on **Register**, and complete the form. Once the form is completed, you will be sent a confirmation email. Click the link in the email to complete the registration process.

If you do not yet have a Shreveport water account and would like to request one, please click the **New Service Request** button to send a request to customer service. Once your water account is created and you have received a bill, you can create an account on the customer self-service web portal.

**Q3. Can I create an account on the customer self-service web portal if I have more than one water account?**

A. Yes. You will need a copy of the most recent bill for every account you wish to add. Start by registering one of your water accounts on the portal. Then click the **Add Another Account** link in the left menu. Using the most recent bill, enter the account number and last billed amount into the form. When the account is successfully added, you will be sent to My Accounts page, which will now list all your water accounts. Visit the **My Accounts** page by clicking the link in the top menu to switch between your accounts.

**Q4. How can I sign up for autopay/ auto recurring payments?**

A. Shreveport offers customers autopay using a bank account. There is no fee for this service. From the **Auto Recurring Payments** section of the My Accounts page, click the **Sign Up for Auto Pay** button. Enter the routing number and account number for the bank account you wish to pay with. This information is generally available at the bottom of your checks.

**Q5. With autopay, when will my payment be debited from my bank account?**

A. Payments are generally debited within 1 to 2 business days.

**Q6. Will I receive a confirmation of my autopay payment?**

A. You will receive an email notification when your payment is being submitted to the bank.

**Q7. How can I sign up for e-billing?**

A. From the My Account page, go to the **E-Billing Options** section. Change the selection from No to Yes and click the **Save My Changes** button. You will be sent an email with a link you must click on to complete your registration.

**Q8. If I register for e-billing, do I still receive a monthly bill by mail?**

A. No. Customers who register for e-billing will receive an email notification that your bill is available to view on the portal website.

**Q9. How do I make one-time payments on the customer self-service web portal?**

A. Shreveport's secure payment vendor offers the ability to pay bills online. In the **Payment Options** section, all bills will be listed. Select the bill you wish to pay and click the **Pay Selected** button. You will be given the option to pay the bill immediately or schedule the payment at a future date. Payments can be made using a credit card or bank account. Credit card payments cannot exceed \$500.

**Q10. What are the fees for one-time online payments?**

A. The secure payment vendor charges a \$3.50 service fee for all online payments. Service fees are non-refundable.

**Q11. Can I access my bill and account history from the customer self-service web portal?**

A. To view bills and account history, go to the **Account History** section. If a bill is available, there will be a link to it under Download Bill. For customers with multiple accounts, you must first go to the My Accounts page and select one of your accounts. Please note that bills from prior to July 2019 will not be available on the portal website.

**Q12. How do I change my name or address on my account?**

A. To change account information, click the **Edit Customer Information** button. This will allow you to make changes to your name, mailing address, and contact information. Click the **Save** button and a request will be sent to customer service staff, who will review and approve your change. Please note: as a security measure, you may only make one online request for information change in a 24-hour period. For additional assistance, please speak directly with the customer service staff.

**Q13. Can I request cancellation of service from the customer self-service web portal?**

A. Yes. Log in to the account you wish to cancel. Click the **Cancel Service** link in the left menu. Enter the date you want the cancellation to take effect. For security, you will be asked to provide the answers to the secret questions you completed during account registration. Click the **Submit** button to send your request to customer service. Your request will be reviewed and handled by customer service staff.

**Q14. What if I forgot my password?**

A. From the Log In page, click the **Forgot your Password?** link. On the new page, enter the email you used when registering with the portal and click the **Email Link** button. You will be sent an email with a link to reset your password. For security, you will be asked to provide the answers to the secret questions you completed during account registration.

**Q15. How can I change my password and/or secret questions?**

A. Users can change their own password and secret questions at any time. Click the link in the top menu with your username to access the Manage page. From here, click the links to change either your password or secret questions. To change your password, you must know your current password.

**Q16. How can I contact a customer service representative?**

A. Click the **Contact Customer Service** link in the left menu or the **Contact** button in the top menu to reach the Contact page. From here, you can use the form to submit a question to customer service staff. Alternatively, customer service staff are happy to answer your questions at (318) 673-5510 between 7:30 a.m. and 5:30 p.m., Monday through Friday.